



LOSSAN

Los Angeles - San Diego - San Luis Obispo
RAIL Corridor Agency

LOSSAN CORRIDORWIDE STATION INFORMATION ASSESSMENT

FINAL

MARCH 2012

			
6) Amtrak Thruway Bus*	12) Information*	19) Buses*	20) Taxis*
			
21) Buses and Taxis*	22) Trains*	26) Telephone(s)*	34) Women
			
35) Men*	36) Restroom(s)*		



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Acronyms

LOSSAN – Los Angeles-San Diego-San Luis Obispo Rail Corridor Agency

TAC – Technical Advisory Committee

TVMs – Ticket Vending Machines

LACMTA – Los Angeles County Metropolitan Transportation Authority

SLOCOG – San Luis Obispo Council of Governments

SBCAG – Santa Barbara County Association of Governments

SCAG – Southern California Association of Governments

SANDAG – San Diego Association of Governments

VCTC – Ventura County Transportation Commission

RCTC – Riverside County Transportation Commission

OCTA – Orange County Transportation Authority

NCTD – North County Transit District

SDMTS – San Diego Metropolitan Transit System

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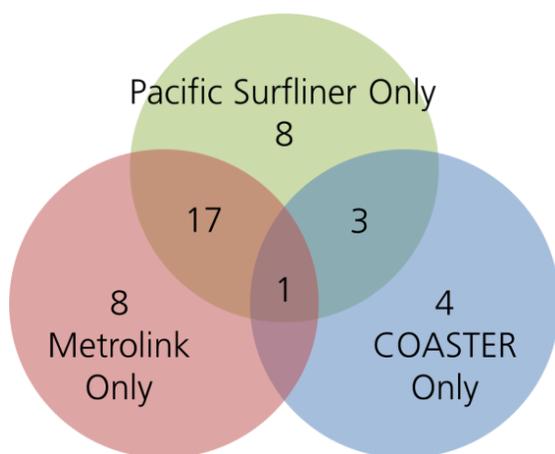
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Introduction

In 2008 the Orange County Transportation Authority (OCTA) and Caltrans completed the *LOSSAN Corridor Quick Improvements Study* to identify potential improvements for rail services on the LOSSAN rail corridor that would enhance the utility for rail services for riders, and could be implemented quickly and with minimal cost. One improvement that was identified was the need for improved distribution of passenger information at stations.



Of the 41 stations in the LOSSAN Corridor, there are 2 stations in San Luis Obispo County, 5 stations in Santa Barbara County, 6 stations in Ventura County, 9 stations in the Los Angeles County, 11 stations in Orange County, and 8 stations in San Diego County. In addition, this assessment included 5 stations in Riverside County. Amtrak's Pacific Surfliner intercity rail serves 29 stations in all six counties. Metrolink commuter rail serves 26 stations in Ventura, Los Angeles, Orange, and San Diego Counties. COASTER commuter rail serves 8 stations in San Diego County. Of these stations there are 17 joint Amtrak/Metrolink stations, 3 joint Amtrak/COASTER stations, and only Oceanside is served by all 3 rail services (Figure 1). Figure 2 shows all Southern California passenger rail services and stations.

Figure 1: Rail Services at LOSSAN Stations

The varying mix of rail operators at each station can be confusing to new passengers along the LOSSAN corridor especially when there is inadequate station information and signage. In June 2011, the LOSSAN Board directed the Technical Advisory Committee (TAC) to survey all LOSSAN corridor train stations to determine the conditions of existing station information from a novice passenger's perspective and develop a list of recommendations to improve station information corridorwide.

Methodology

The LOSSAN TAC developed a LOSSAN Station Information Team Checklist that contains standard questions and instructions to complete a uniform corridorwide survey (Appendix A). Within each county, station information teams were formed comprising of LOSSAN TAC members, staff from Metrolink or COASTER, and volunteers who were not familiar with the stations. Using the checklist, teams conducted surveys of each LOSSAN Corridor station in fall 2011. RCTC also conducted station surveys for the 5 Metrolink stations within Riverside County.

A key component of the survey was to gauge the station information from the perspective of a first time passenger. The volunteer team member with limited knowledge of the train was used to simulate the acts of a departing passenger by arriving at the train station, buying a ticket, and boarding a train and as an arriving passenger by de-boarding on the platform and finding the way to connecting transportation. The TAC member of the team recorded the experience without helping the volunteer and noted the deficiencies in signage, accuracy of information, and the overall existing conditions of the station.

In addition to station signage, a series of questions within the survey focus on the transportation connections available at each station, the station amenities, and accessibility. General comments and recommended improvements were identified at the conclusion of the survey. This information can be used to determine needed improvements and identify the entity that can best implement the improvement most expeditiously and cost effectively.

Additionally, each station was given a grade on a scale of 1-5, with 5 being the best and 1 being the worst according to results and findings as a way to prioritize which stations need the most improvement and which stations can be used as examples to follow.

Volunteers were asked general questions pertaining to their age, gender, transit knowledge, and train website knowledge to determine each volunteer's level of familiarity with the rail travel. A volunteer's perception of their station may vary from person to person. The results of each survey are subjective and may have been constrained due to differences in time, day of the week, and weather conditions among others factors. The opinions, findings, and conclusions expressed in this report are those of the staff and volunteers who completed the surveys and do not necessarily reflect the official views. The final results should only be used as one tool for improvement in the LOSSAN corridor.

The following section summarizes the findings from each of the 41 LOSSAN stations and 5 Riverside County stations, including an overall score on a scale of 1 to 5 with 5 being the highest rating in terms of station information.

Station Site Profiles: San Luis Obispo County

San Luis Obispo

Score [4]

Transportation Connections

- Four Pacific Surfliner trains and two Coast Starlight trains serve the station daily.
- Amtrak Thruway Bus
- SLO Transit Local Bus

Signage

- There is very little pathfinder signage along roads leading to the station and no consistent pathfinder signage to the station.
- There is no clear signage for pick-up and drop-off areas.
- There is no signage directing passengers to TVMs.
- There is no listing of train and bus departures/arrivals.
- There is no information on the platform confirming that the customer is at the right location for the correct train.
- There are no clear exit signs to parking, station office, waiting area, and pick-up/drop-off location once on the platform.
- More signage is needed to inform pedestrians of the activities, amenities, and points of interest near the station and downtown San Luis Obispo.



Amenities

- The station is a clean, safe low profile facility, well suited for its surrounding urban environment.
- Platforms and walkways are well lit; however, sidewalks have poorly lit sections.
- Digital message sign does not display 'minutes until arrival' information (Not working).
- TVMs sell Metrolink tickets; however, no Metrolink trains were available. This is a problem with Metrolink as it appears you can purchase a ticket for a train not serviced at this station.
- TVMs are only visible in the inside of the building and not from walkways, parking access ways, or platforms.

Access

- There is a 30 minute free parking time; however, a pass is needed from a station attendant.

Comments and Recommended Improvements

- Staff recommended that station design be similar to that of Grover Beach Station.
- With San Luis Obispo's rich railroad history, it is recommended that the station's conceptual design include a station building or waiting area with more outdoor seating space that is historically sensitive to former station design.
- Additionally, the station concept should include the design of a kiss-n-ride area for passenger drop-offs and pick-ups.
- More bike racks are needed in the station; however, there are no bike lockers.

Grover Beach Station

Score [3]

Transportation Connections

- Four Pacific Surfliner trains serve the station daily.
- Amtrak Thruway Bus
- SLO RTA Bus
- Local Transit includes SCAT and a taxi zone area.



Signage

- Pathfinder signage to the station is visible in size with consistent directional arrows.
- The station shows signage guiding customer from the parking lot to the station building from long term parking area on east-side.
- Entrance signage is visible from the local road and thoroughfare.
- Parking areas are easily identified and automobile directions are clear.
- There are clear exit signs from connecting trains and transit services.
- Digital message sign do not display 'minutes until arrival' of the next train.
- Arriving track/platform information is not clearly displayed. Changeable message signs do not work appropriately.
- There is no information on the platform confirming that the customer is at the right location except one sign.
- Train announcements are not made for arriving trains.
- Once on the platform there are no clear exit signs to parking.
- There is no clear signage or information on the points of interest and how to get there.
- Directional exit signs to the nearest numbered highway are not clear.

Amenities

- The station is unstaffed and only includes QuikTrak TVMs.
- The station has access to free parking; however, it is recommended the station be manned.
- The station has a TVM that identifies the next train by number and/or destination and when it will arrive.

Access

- There are waiting rooms situated on platforms.
- In the station building (adjacent to platform), there is timetable information for both platforms, a cash machine, electronic information screens displaying train information, and a kiosk selling newspapers and refreshments.
- ADA ramp facilities are easy to find and the station contains disabled access to platform.

Comments and Recommended Improvements

- Shelter Conditions need to be renewed; the wood is exhausted and weathered down (paint, rust, graffiti etc...).
- The station does not include bike racks or bike lockers.
- A visible clock is needed.
- Ticketing signage should be placed over TVMs.

Station Site Profiles: Santa Barbara County

Guadalupe Station

Score [4]

Transportation Connections

- Four Pacific Surfliner trains serve the station daily.
- Amtrak Thruway Bus
- Local transit buses

Signage

- There is consistent pathfinder signage with directional arrows along roads leading to the station.
- Signs are visible in size.
- There is clear signage for pick-up and drop-off location.
- There is no signage directing passengers to TVMs (i.e., 'this way to tickets').
- Signage confirms that the customer is at the right location for the train.
- There is adequate accessible signage for departing passengers on platform.
- There are multiple station name signs along the platform to confirm desired destination upon arrival.
- Clear exit signs from platform to parking area.
- Clear signage/information on the activities and amenities near the station.
- Signage is needed on the points of interests and how to get there.



Amenities

- Platforms and walkways are well lit.
- Station contains a visible clock with accurate time.
- Minutes until arrival time for the next trains are shown.
- Platforms and walkways are well lit. TVMs are visible and accessible from platform except from walkways and parking access ways.

Access

- The station has access to free parking (unlimited parking time) and easily identified
- Disabled parking with clearly identifiable and accessible paths to the station are provided.
- Easy access to train from ticket purchase.
- Track/platform information is clearly displayed.
- Wheelchair ramps are easy to find and there is disabled access to platform.

Comments and Recommended Improvements

- Street trees need trimming at station.
- Bike racks and bike lockers are needed.
- Ticketing signage should be placed over TVMs.

Lompoc-Surf Station

Score [4]

Transportation Connections

- Four Pacific Surfliner trains serve the station daily.

Signage

- Consistent pathfinder along roads and clear pathfinder directional arrows to the station
- Signs are visible in size.
- Entrance is visible from the local road and thoroughfare.
- Clear signage for pick-up and drop off areas.
- Clear signage guiding customers from parking lot to the station building.
- There is disabled parking with clearly identifiable and accessible paths to the station.
- Information is clear on the platform confirming that the customer is at the right location for the train.
- Platform information is clearly displayed.
- The platform clearly displays track numbers in multiple locations.
- Platform shows clear exit signs to parking and pick-up and drop-off areas.
- There is clear signage and information on the activities and amenities near the station.
- There is no information on the points of interest and directions on how to get there.
- There is an easily visible clock with accurate time.



Amenities

- Platforms and walkways are well lit.

Access

- TVMs are visible and accessible except from walkways, parking access ways and platforms.
- Parking is free and easily identified (unlimited parking time).
- Easy access to train from ticket purchase.
- Wheelchair ramps are easy to find and contain adequate accessibility signage.

Comments and Recommended Improvements

- Surf is not a manned station (no station agent)
- No bike racks and bike lockers are available.
- TVMs are difficult to use (glare).
- Safety is a concern at Surf's remote location.
- Directional signs to the nearest highway and major thoroughfare is needed.
- Painting and maintenance is needed for railings.
- Ticketing signage should be placed over TVMs.

Goleta Station

Score [4]

Transportation Connections

- Ten Pacific Surfliner trains serve the station daily. Six of the daily trains run on Goleta-San Diego or San Diego-Goleta schedules, either originating or terminating in Goleta. Four of the daily trains are through trains.

Signage

- There is consistent pathfinder signage along roads leading to the station.
- Signs are visible in size.
- There are clear pathfinder directional arrows.
- There is clear signage for pick-up and drop-off.
- There is clear signage guiding customers from the parking lot to the station building.
- There is no signage directing passengers to TVMs.
- Once ticket is purchased, it is relatively easy to find the boarding area.
- Arriving track and platform information is clearly displayed.
- There is clear information on the platform confirming that the customer is at the right location for the train.
- The platform clearly displays track numbers in multiple locations to confirm desired destination upon arrival.
- Once on the platform there are clear exit signs to parking.
- There is no clear signage and information on the activities/amenities near the station and points of interest and how to get there.
- At the exit from parking, there are no clear directional signs to the nearest numbered highway.



Amenities

- Platforms, walkways and parking are well lit.
- There is an easily visible clock with accurate time.

Access

- The station has free access to parking (unlimited parking time).
- Bicycle parking facilities are easy to find and are in a safe secure area.
- Wheelchair ramps are easy to find with adequate accessible signage.
- There is disabled access to platforms.

Comments and Recommended Improvements

- TVMs are not intuitive as there was a long line of passengers waiting to print their ticket. The implementation of e-ticketing will solve this problem.
- There is no transit service at the station.
- Staffing agent is needed.

- Ticketing signage should be placed over TVMs.

Santa Barbara Station

Score [5]

Transportation Connections

- The Pacific Surfliner trains serving this station run ten times daily (five in each direction) between San Diego, California and Goleta, with two of those running in each direction to/from San Luis Obispo
- Amtrak Thruway Bus
- Downtown Shuttle Bus.



Signage

- There is clear and consistent pathfinder signage along roads leading to the station and clear pathfinder directional arrows.
- Signs are visible in size.
- There is clear signage for pick-up and drop-off location.
- There is clear pathway or signage guiding customers from the parking lot to the station building.
- There is no clear signage directing passengers to TVMs.
- There is clear disabled parking with clearly identifiable and accessible paths to the station.
- Arriving track and platform information is clearly displayed confirming that the customer is at the right location for the train.
- Once on the platform there are clear exit signs to parking, station office, waiting area and pick up and drop off location.
- From the platform there is no clear connection from connecting trains and transit services.
- There is clear signage and information on the activities/amenities near the station and points of interest and how to get there.
- At the exit from parking, there are no clear directional signs to the nearest numbered highway.

Amenities

- Two staffed windows.
- Bicycle parking is in a safe and secure area but not easy to find.
- Platforms and walkways are well lit to the parking area.
- There is an easily visible clock with accurate time.
- The digital sign displays minutes until arrival of the next train.

Access

- The station does not have access to free parking. Amtrak validates parking at \$2 dollars per day.
- Parking areas are easily identified. Parking information on when to pay, payment type, cost or how long you can park was clearly displayed.
- Announcements are made for all arriving trains.
- Wheelchair ramps exist and are easy to find and adequate accessibility signage is provided

- TVMs are not visible and accessible from walkways, parking access ways and platforms.

Comments and Recommended Improvements

- TVM purchasing takes only a few minutes.
- Bicycle parking is available but bike parking facility improvement and expansion should be considered.

Carpinteria Station

Score [4]

Transportation Connections

- Ten Pacific Surfliner trains serve the station daily.
- Seaside Shuttle

Signage

- There is consistent pathfinder signage with directional arrows along roads leading to the station.
- Signs are visible in size.
- Entrance signage is visible from the local road.
- There is clear signage for pick-up and drop-off location.
- There is clear pathway and signage guiding customers from the parking lot to the station building and TVMs.
- There is information on the platform confirming that the customer is at the right location for the train.
- The platform display has track and platform numbers clearly displayed in multiple locations.
- There are multiple station name signs along the platform to confirm desired destination upon arrival.
- Once on the platform, there are clear exit signs to parking, pick-up and drop-off location. However, there are no clear exit signs to arriving trains and to transit services.
- There is no signage and information on the activities and amenities near the station, points of interest and how to get there.
- At the exit from parking, there are no directional signs to the nearest numbered highway.



Amenities

- Platforms and walkways are well lit.
- There's an easily visible clock with accurate time.
- There is no available station agent.

Access

- The station has access to free parking.
- Parking areas are easily identified.
- Automobile directions are clear with easily identifiable parking lots.
- There is disabled parking with clearly identifiable and accessible paths to the station.
- The station does not have bike racks and bike lockers.
- Announcements are not made for arriving trains.
- Wheelchair ramps are easy to find with adequate accessible signage.
- There is disabled access to platforms

Comments and Recommended Improvements

- TVMs are visible and accessible from platforms; however, they are not visible from walkways and from parking access ways.
- Once ticket is purchased, it is relatively easy to figure out how to get to your train.
- Ticketing signage should be placed over TVMs.

Station Site Profiles: Ventura County

Ventura Station

Score [3]

Transportation Connections

- Pacific Surfliner, Metrolink, Amtrak Buses, Bus Transit, Taxi Zones
- Ten Pacific Surfliner trains serve the station daily.

Signage

- There is consistent pathfinder signage and excellent directional arrows along roads leading to the station from both north and south directions.
- Signs are adequate in size.
- Entrance is visible from the local road since the station is located at the fairgrounds so it is easy to find, but signage is overpowered by fairground parking signs.
- There is clear signage and curb cuts for pick-up and drop-off locations.
- Automobile signage directions are only clear one way in and out.
- There is clear pathway and signage guiding customers from the parking lot to the station building. The station is across Harbor Boulevard from the parking lot and there is a crosswalk leading from parking to the station.
- There is no signage guiding customers from the parking lot to TVM displayed.
- There is no signage directing passengers to TVMs (i.e., 'this way to tickets').
- There is no signage and information on the activities and amenities near the station.
- The station has a map of downtown Ventura with points of interest noted and how to get there.
- At the exit from parking there are signs that lead to 101 numbered highway.



Amenities

- Platforms and walkways are well lit to parking area. The station has lighting on the platform and across the street. Platforms have lighting at each covered area and light posts throughout the station because parking lot has industrial stadium lighting.
- The station has an electronic marquee with accurate time.
- Digital message sign does not display minutes until arrival of the next train it only shows time of day and welcome notice.
- Arriving track and platform information is clearly displayed.
- There is no information on the platform confirming that the customer is at the right location for the train. Aside from Amtrak signage and the Metrolink logo on the TVMs.
- The platform does not display track and platform number information.
- There are no multiple name signs along the platform to confirm desired destination upon arrival.

- Once on the platform there are no clear exit signs to parking, waiting area, pick-up/drop-off locations, from connecting trains and transit services.
- The station is located in a safe and secure environment, despite the abutting industrial lights.

Access

- The station has access to free parking unless the fairgrounds have an event.
- Parking areas are not easily identified; only exits to parking nearby, visitors have to drive around the lot to the other side to find available parking.
- There are no bus only intersections.
- There is disabled parking with clearly identifiable and accessible paths to the station. However, for nearby access, disabled individuals would have to parallel park at station to drop off customers.
- Bike racks and bike lockers are located on the platform, this makes bicycle parking easy to find as they are located in a safe and secure area.
- The station does not have an agent.
- TVMs are easy to find as they are right in front of the train tracks under one of two shelters.
- TVMs are visible and accessible from parking access ways as they face away from the parking lot, so you have to walk to the platform to see them.
- Sidewalk pathway from parking lot directs customers to TVMs.
- Announcements are not made for arriving trains, but only a bell.
- Wheelchair ramps from parking lot and street to platform are easily visible.
- Ramp signage is easily seen along fencing.

Comments and Recommended Improvements

- Once ticket is purchased, it is relatively easy to figure out how to get to your train, TVM is on the platform, so customer is at the loading area already.
- Harbor Boulevard dead ends at the end of the platform, there is the possibility for congestion as cars have to turnaround at the end of the street. Harbor Boulevard needs to continue and connect traffic with other streets.
- The station only has one TVM, more are needed.
- The station should have designated waiting areas.
- Overall, the station was in a convenient location, but was overpowered by the Fairgrounds.
- Parking can be unpredictable depending on events, so some notice online or on the electronic marquees would be nice.
- The TVMs says no Metrolink service at this station; however, trains do use the location for special events. The number of available seating at the station is nice, and bike racks were in good location. Display cases were either empty or contained outdated materials.
- Station agent is needed.
- Ticketing signage should be placed over TVMs.

East Ventura Station

Score [3]

Transportation Connections

- Metrolink, Bus Transit, Taxi Zones

Signage

- There is pathfinder signage along roads leading to the station; however, they are poorly placed through.
- Consistent pathfinder signage is sporadic, and given the stations location, needs to be clearer.
- Signs are adequate in size.
- Entrance sign is blocked by a tree trunk which is not visible until approaching the entrance.
- Some signs are blocked by obstructions. Station signs are too close to adjacent building, making it difficult to see until close.
- The station has clear pathfinder directional arrows leading to the station.
- Entrance signs are not visible from the local road.
- There is no clear signage for pick-up and drop-off location.
- There is no clear pathway and signage guiding customers from the parking lot to the station building, however, the station stands out, so despite the lack of signage, it is easy to navigate.
- There is no signage directing passengers to TVMs from parking. (i.e., 'this way to tickets').
- There is clear information on the platform confirming that the customer is at the right location for the train.
- Once on the platform, there are no exit signs to parking, pick-up/drop-off locations, from connecting trains and transit services.
- There is no signage and information on the activities and amenities near the station, points of interest and how to get there.
- At the exit from parking, there are no directional signs to the nearest numbered highway.



Amenities

- The station is located in an industrial area despite abutting, industrial uses, and not having more populated buildings around it seemed reasonably safe.
- Platforms have lighting at each covered area and light posts throughout the edge of parking.
- There is a visible clock with accurate time.
- There is a red marquee that overhangs the parking and TVM shelter.
- The digital message sign does not display minutes until arrival of the next train but, only shows the time of day.
- The platform displays have track and platform numbers clearly displayed in multiple locations.
- There are multiple station name signs along the platform to confirm desired destination upon arrival, but they are faded and peeling.

Access

- TVMs are located under a shelter, and right at the entrance of the facilities. The covering made it easy to locate and easier to see the screen.
- TVMs are also along the loading platform, this makes it very easy to get to the platform however, distance is quite far.
- The station has access to free parking however, during time of visit; lot was approximately 70% full.
- Parking areas are easily identified from entrance.
- Automobile directions are clear because there is only one way in/out of the station.
- There are no bus only intersections.
- There is disabled parking with clearly identifiable and accessible paths to the station.
- TVMs are visible and accessible, right in front of the train tracks.
- Bikes that were locked to objects were located in a visible area next to train tracks and parking.
- The station does not have an agent and station office.
- TVMs are visible and accessible from platform as they are located in the center under prominent shelter.
- Announcements are not made for arriving trains, but only a bell.
- Wheelchair ramps are easy to find with adequate and accessible signage.
- There is disabled access to platforms with concrete ramps.
- There is no designated waiting area.

Comments and Recommended Improvements

- The station is in an oddly placed location, better signage is needed at the main entrance to inform customers coming from the south on Ventura Boulevard as drivers have to almost do a 'U' turn to enter the station.
- Once ticket is purchased, it is relatively easy to figure out how to get to your train this is because TVMs are located at the base of the platform, and customers are next to the loading area already.
- Overall, the station is hidden away, and felt cramped. The station had some maintenance issues, namely garbage on the ground, scratched displayed boxes and weathered down signs. There was minimal seating and few information pieces for Metrolink trains. There was no advertising for other services. Station itself was bland and unattractive compared to the other Ventura train stations.

Oxnard Station

Score [4]

Transportation Connections

- Metrolink, Amtrak Buses, Bus Transit, Greyhound, Taxi Zones

Signage

- There is pathfinder signage along roads leading to the station.
- There is no consistent pathfinder signage to the station. Signage to main transit building is adequate, but signage to the platform is sparse.
- Signs are not visible in size.
- There are clear pathfinder directional arrows leading to the station, however, once there, signage is confusing.
- Entrance is visible from the local road, building itself is easy to spot, so locating the transportation center from main roads is simple.
- There is no clear signage for pick-up and drop-off areas. There is a front entrance drive with arrows directing drivers through it; however, it does not indicate pick-up or drop-off areas.
- There is no clear pathway and signage guiding customers from the parking lot to the station building, pedestrians use parking isles.
- There is no clear signage directing passengers to TVMs from parking lot (had to ask security personnel where TVMs were).
- There is no visible signage directing passengers to bike rack and bike lockers.
- There is no signage directing passengers to TVMs (i.e., 'this way to tickets').
- There is no signage and information posted on the activities and amenities near the station, points of interest and how to get there.
- At the exit from parking, there are no directional signs on Oxnard and 3rd to the nearest numbered highway.



Amenities

- Information telephone sign is old and faded and contained the only visible sign on the platform referencing to Metrolink.
- The station is a very large center with parking under a bridge. Lighting is provided, but it is sparse.
- Electric marquees are difficult to find and see.
- Arriving track and platform information is clearly displayed.
- There is information clearly displayed (system map and track marking) on the platform confirming that the customer is at the right location for the train.
- The platform display has track and platform numbers clearly displayed in multiple locations.
- There are multiple station name signs along the platform to confirm desired destination upon arrival.
- Once on the platform there are no clear exit signs to parking, station office, waiting area

and pick-up/drop-off locations

- Once on the platform there clear exit signs to transit services and taxi zones.
- Station seems safe, but parking area needs more lighting.

Access

- The station has access to free parking.
- Parking areas are not easily identifiable; the parking requires drivers to drive through the bus terminal and to a lot under a bridge, with no clear automobile directions.
- There are no bus only intersections.
- There are no disabled accessible paths to the station.
- Few bike racks are located in front of the station main building.
- TVMs are visible and accessible only once you are on the platform.
- TVMs are not visible from walkways and parking access ways.
- The station does not have an agent.
- Announcements are not made for all arriving passengers, but only a bell.
- Wheelchair ramps are easy to find, however, they are away from the parking lot.
- The station has disable access to platforms.

Comments and Recommended Improvements

- Once ticket is purchased, it is relatively easy to figure out how to get to your train. It is a small platform, so all trains come to the same place.
- There were only two Metrolink signs, one directing to parking, the other was a sticker on a glass door. Both were not particularly visible.
- Metrolink sign at transit center is clustered in with Gold Coast and other providers with unclear directions.
- Oxnard Transportation Center is very simple to find, however, it is surrounded by commercial buildings, so signage upon approach needs to be more detailed.
- A railroad sign directing drivers through the bus terminal can be confusing for first time visitors.
- TVM signage over machine is needed.
- More bike racks are needed at the station.
- Walkways are not well lit to the parking area.
- Overall, the Oxnard station was difficult to navigate. It had signage throughout the Transportation Center; however, it was not entirely clear. In order to get to the parking area, you would have to drive through the main bus loading area, which is not noted on any direction pieces upon approach. There is nearly no signage pertaining to Metrolink specifically, and the train loading area is inconvenient to walk to because it is separated from the rest of the station by a fence. More attention needs to be given to the Metrolink component at the station, bus shelters and loading areas are well maintained and identified, while the rail modes are somewhat disregarded.

Camarillo Station

Score [3]

Transportation Connections

- Pacific Surfliner, Metrolink, Bus Transit, Taxi Zones.

Signage

- There is consistent pathfinder with directional arrows along roads and freeway leading to the station.
- Signs are adequate in size.
- Station is located under a freeway which makes it difficult to spot facilities while driving through.
- Entrance is not visible from the local road since it is across an intersection. There is no visible signage at entrance for drivers or pedestrians.
- There is no clear signage for pick-up and drop-off locations.
- There is no signage upon entering parking lot; drivers are immediately required to navigate left or right.
- There is no clear pathway or signage guiding customers from the parking lot to the station building and TVMs.
- There is no signage directing passengers to TVMs (i.e., 'this way to tickets').
- Arriving track and platform information is clearly displayed.
- There is only a system map that provides information on the platform confirming that the customer is at the right location for the train. Other information is gleaned from the train itself.
- The platform display has track and platform numbers clearly displayed in multiple locations.
- There are multiple station name signs along the platform to confirm desired destination upon arrival.
- Once on the platform there are no clear exit signs to parking, station office, waiting area and pick-up/drop-off locations.
- Once on the platform there are clear exit signs from connecting trains, transit services and VISTA service.
- There is no signage and information on the activities/amenities near the station and points of interest. However, there is a sign across the street with an arrow pointing to downtown Camarillo.
- At the exit from parking, there are clear directional signs to the nearest numbered highway.



Amenities

- Platforms are located under freeway overpass; and primarily rely on penetrating sunlight, which is minimal.
- There are no real lit walkways to and from parking; staff member used parking isles, which are dark and feel unsafe.
- The red marquee is visible; given the station itself is dim.
- The digital message sign displays minutes until arrival of the next train.

- The station is located in safe and secure environment.

Access

- There were two TVMs on site, one covered behind a wall, and one in the open. The covered one was occupied, upon arrival. The uncovered one was difficult to use due to glare, the covered one was much easier to use.
- TVMs are located on the loading platform and just off of the parking lot. Once purchased ticket, loading areas are located directly behind.
- The station has access to free parking with easily identified lots. At the time of visit, parking lot was approximately 85% capacity.
- There is disabled parking with clearly identifiable and accessible paths to the station (parking right up against the platform).
- TVMs are visible and accessible from walkways, parking access ways, and from platforms.
- There is no available station agent.
- Announcements are not made for all arriving trains, but only a bell.
- Wheelchair ramps are easy to find against the platform with adequate accessible signage and markers on the pavement.
- There is clear disable access to platform.

Comments and Recommended Improvements

- Once ticket is purchased, it is relatively difficult to figure out how to get to your train because there are multiple tracks. However, there is a sign on the far side that directs all passengers to track one. This should be closer to track one for better visibility.
- Leading to the station is adequate; however, traffic patterns are difficult given its location so clearer signage would be helpful.
- Arriving at station is simple; however, entering facilities by car is confusing.
- Staff member ended up having to make a loop over the freeway to enter from another direction.
- Bike racks were full with a number of bikes locked to posts and fences.
- More bike racks and seating furniture are needed throughout the station.
- Bicycle parking is located in front of the main station building and near TVMs in a safe and secure area.
- Overall, the station was difficult to actually enter via car. Staff had to drive a loop through downtown Camarillo because no left hand turns were permitted heading west on Mission Oaks. The station itself was well used, judging by the parking lot, however, better visibility would be ideal. Platform is dark, and not particularly attractive. Very little seating and minimal bike racks.

Moorpark Station

Score [3]

Transportation Connections

- Pacific Surfliner, Metrolink, Amtrak Buses, Bus Transit

Signage

- There is consistent pathfinder signage with directional arrows along roads and freeway leading to the station.
- Signs are adequate in size.
- Station signs are too close to adjacent building, making it difficult to see until close.
- Entrance is not visible from the local road. Main station sign is set too close to adjacent building, making it difficult to see until you are close.
- There is no clear signage for pick-up and drop-off locations.
- There is no clear pathway and signage guiding customers from the parking lot to the station building and TVMs. Parking isles are used as a pathway; however, platform was next to parking area so it was easy to navigate.
- Arriving track and platform information is clearly displayed.
- Information is provided on the platform confirming that the customer is at the right location for the train.
- The platform display has track and platform numbers clearly displayed in multiple locations.
- There are multiple station name signs along the platform to confirm desired destination upon arrival
- Once on the platform, there are no clear exit signs to parking, station office, waiting area and pick-up/drop-off locations.
- Once on the platform there are clear connections from connecting train and transit services. The information box shows where connecting services pick-up.
- There is no signage and information on the activities and amenities near the station, points of interest and how to get there (other than a sign across the street noting downtown Camarillo).
- At the exit from parking, there are no clear directional signs to the nearest numbered highway.



Amenities

- Platforms have lighting at each covered area and light posts throughout.
- The station includes no real walkways to/from parking; however, light fixtures were ample.
- Red marquee signs are difficult to read from a distance.
- Message digital sign does not display minutes until arrival of the next train, only time and welcome message.
- There is no signage directing passengers to TVMs (i.e., 'this way to tickets').
- The station is located in a safe and secure environment with a nearby fire station.

Access

- There were two TVMs on site, one covered, and one in the open. The covered one was occupied, upon arrival. The uncovered one was difficult to use due to glare, the covered one was much easier to use.
- Both TVMs were located on the center platform. This requires customers to cross the tracks to purchase tickets. Both machines were covered, which made viewing the screen easier than at others.
- The station has access to free parking with straightforward automobile directions, so navigating was simple.
- Parking areas were not easily identified. North lot was easy to find but full, Staff parked in a dirt lot, only to find the South lot had plenty of open spaces.
- The station does not have bus only intersections.
- There is disabled parking with clearly identifiable and accessible paths to the station right at the entrance to the platform.
- There are no bike racks, only a couple bikes locked to the fence next to the tracks and parking area.
- TVMs are not visible and accessible from parking access ways because the station is elevated slightly above parking area.
- Passengers have to cross a set of train tracks to get to TVMs (they are both on the center platform).
- The station does not have designated walkways to/from the station.
- TVM screens are set low, so glare makes it very difficult to read.
- The station does not have an agent.
- Once purchased ticket, it is relatively easy to figure out how to get to your train.
- TVMs are on the platform, so customer is already in the boarding area.
- Announcements are not made for all arriving trains, but only a bell.
- Wheelchair ramps are easy to find on both sides of the platform with signage and markers posted on the pavement.
- The rubber lining between tracks that must be crossed might be difficult for wheelchairs to cross.
- There are no designated waiting areas.

Comments and Recommended Improvements

- Station is easy to find, it is along a major road through the downtown area with adequate signage along the way. The main station sign is obstructed from view.
- Overall, the station was in a good location with clear signage leading to it. The entrance sign was obstructed, and parking could have used better signage as one lot was completely full while the other was empty. The concrete on the platform could use a power wash and there was at least one display box that was left empty. There were some garbage cans that were nearly full with no liner. This station was one of the more pleasant ones in Ventura, and like the rest, could benefit from more current information pieces or at least fresh copies that aren't faded. The surrounding area has an easily visible bus shelter and local coffee shops and restaurants.

Simi Valley Station

Score [3]

Transportation Connections

- Pacific Surfliner, Metrolink, Coast Starlight, Transit Bus

Signage

- There is consistent pathfinder signage with directional arrows along roads and freeway leading to the station.
- Signage is consistent, but with excessive spacing between markers.
- Signage to the station is adequate, however, once arrived to the station signage stops.
- Signs are adequate in size.
- The main station sign is set back from the street, so it is a little difficult to see from a distance.
- Entrance is not visible from the local road. Signage exists, but with proceeding direction sign obstructed, drivers may not be aware they are nearing the station.
- There is no clear signage for pick-up and drop-off locations.
- There is no clear pathway and signage guiding customers from the parking lot to the station building.
- There is no clear pathway directing passengers to TVMs from parking (i.e., 'this way to tickets').
- TVMs are not visible and accessible from walkways and parking access ways, however, they are only visible once you are on the platform.
- Arriving track and platform information is not clearly displayed.
- There is no information on the platform confirming that the customer is at the right location for the train, however, only a system map and other information are gleaned from the train itself.
- The platform display has track and platform numbers clearly displayed in multiple locations.
- Wheelchair ramps are easy to find as they are located in the first entrance from the parking lot, however, there is no adequate accessible signage upon approach.
- There are multiple station name signs along the platform confirming desired destination upon arrival.
- Once on the platform there are no clear exit signs to parking and station office. However, there are clear exit signs to the waiting area, pick-up/drop-off locations, connecting trains and transit services (Local Simi bus service).
- There is no signage and information on the activities and amenities near the station, points of interest and how to get there.
- At the exit from parking, there are no directional signs at Heritage Ranch and Los Angeles Avenue to the nearest numbered highway.



Amenities

- Seating is approximately 15 feet away from TVMs.

- Lighting only covers the seating areas and parking.
- The red marquee is visible, however, can be dim in direct sunlight.
- Digital message sign displays minutes until arrival of the next train.
- The station is located in a safe and secure area (Nearby housing produces enough lighting).
- Kiosks have unused display areas.

Access

- TVMs are located on the loading platform.
- The station has access to free parking. At time of visit, parking lot was at approximately 70% capacity.
- Disabled parking is clearly available, but no clear paths to ramps.
- There are no bike racks and bike lockers.
- The station does not have walkways to/from parking.
- The station does not have an agent.
- Announcements are not made for arriving trains, but only a bell.

Comments and Recommended Improvements

- This was one of the easiest stations to find, simply based on its surround area. Signage exists, but overgrown trees block the last directional sign prior to the station and station itself.
- Overall, information is lacking at the station. There are a number of display cases that have either outdated information pieces or none at all. The station itself is easy to navigate, and TVMs are easily located. The amenities are minimal, just a few benches, shelters and water fountain, however, they could use improvements. Nearly all of the garbage cans were full, and the other amenities had varying degrees of graffiti. Overall though, the station was pleasant. It was in an attractive setting, with grass and the adjacent memorial, and had retail across the street.

Station Site Profiles: Los Angeles County

Chatsworth Station

Score [3]

Transportation Connections

- Pacific Surfliner, Metrolink, Coast Starlight, Bus Transit, MTA, Simi Valley Transit.

Signage

- There is pathfinder signage along roads leading to the station.
- There is no consistent pathfinder signage and directional arrows leading to the station.
- Signs are not visible in size.
- Signs are blocked by trees.
- Signage at entrance of station on Devonshire was confusing, in poor repair, small and distracting with unrelated advertisements. In contrast signage on Lassen was prominent.
- There is no clear signage for pick-up and drop-off locations.
- There is no clear pathway and signage guiding customers from the parking lot to the station building and TVMs.
- TVMs are visible and accessible from platform. However, they are not visible from parking access ways and walkways especially from the south end.
- There is no signage directing passengers to TVMs (i.e., 'this way to tickets').
- Arriving track and platform information is not clearly displayed.
- There is no information confirming that the customer is at the right location for the train.
- Platform display has track and platform numbers clearly displayed in multiple locations. However, signs could be bigger in size.
- There are multiple station name signs along the platform to confirm desired destination upon arrival.
- Once on the platform there are no clear exit signs to parking, station office, waiting area, pick-up/drop-off locations, from connecting trains and transit services.
- There is no signage and information on the activities and amenities near the station, points of interest and how to get there.
- At the exit from parking there are no clear directional signs to the nearest numbered highway.



Amenities

- Platforms and walkways to the station agent are well lit.
- Clock is not prominent.
- Digital message sign does not display minutes until arrival of the next train.
- Platforms, walkways and parking are well lit.
- The station is located in a safe and secure environment.

Access

- The station has access to free parking with easily identified lots. However, automobile directions are unclear.
- There are no bus only intersections.
- There is disabled parking with clearly identifiable and accessible paths to the station.
- The station has bike racks (10 bike lids) and bike lockers.
- Bicycle parking is hidden behind trees and cars with absolutely no signage. However, bicycle facilities are located in a safe area.
- There is no station agent.
- Announcements are not made for all arriving trains.
- Wheelchair ramps are not easy to find. There is no signage on where to board and directions to ADA mini high ramp. However, there is disabled access to platforms.
- The station office and waiting area are located right in front of platform.

Comments and Recommended Improvements

- Roadway sign directing to station on southbound DeSoto at Devonshire was too small and hidden by a tree.
- To better accommodate passengers a TVM should be installed on the north end of platform.
- Once ticket is purchased it is relatively difficult to figure out how to get to your train. There is no clear information on which track to wait on and how to cross tracks.
- Overall, signage between, to and from, the station and major freeways needs to be installed and improved. Signage needs to be installed on west bound Devonshire better directing one to the station (station is still 0.5 mile away from DeSoto and people need reassurance they are going in the right direction). Signage obstruction on DeSoto needs to be removed. Signage needs to be larger in size and more frequent along directional route. Available transit and passenger information on kiosk is displayed poorly and not fully describing the transit options available at the station.

Northridge Station

Score [3]

Transportation Connections

- Pacific Surfliner, Metrolink, Bus Transit, Public Shuttle, CSUN

Signage

- Pathfinder signage is provided along roads leading to the station. However, signage is not very prominent and there are no directions to where to turn.
- There is no consistent pathfinder signage and clear directional arrows along roads leading to the station.
- Signs are not visible in size.
- Some signs are blocked by trees and other obstructions.
- Entrance is not visible from the local road.
- There is no signage for pick-up and drop-off locations. However, traces of former base of sign remain.
- Automobile directions are not clear.
- There is no clear pathway and signage guiding customers from the parking lot to the station building and TVMs.
- There is no signage directing passengers to TVMs (i.e., 'this way to tickets').
- Arriving track and platform information is not clearly displayed.
- There are multiple station name signs along the platform confirming desired destination upon arrival.
- Once on the platform, there are no exit signs to parking, pick-up/drop-off location, from connecting trains and available transit services.
- Signage was installed for pick-up/drop-off location but no longer there. Also, white curb needs to be repainted.
- There is no signage and information on the activities and amenities near the station, points of interest and how to get there.
- At the exit from parking, there are no directional signs to the nearest numbered highway.



Amenities

- Platforms, walkways and parking are well lit.
- There is no visible clock. However, only message boards.
- Digital message signs do not display minutes until arrival of the next train.
- The location is located in safe and secure environment.

Access

- The station has access to free parking with easily identified lots.
- There is no bus only intersections (only bus circle).
- There is disabled parking with clear accessible paths to the station.
- The station has bike racks and bike lockers that are easy to find and are located in a safe and secure area.

- TVMs are visible and accessible from walkways, and parking access ways. However, they are not visible from platforms.
- The station does not have an agent.
- Announcements are not made for all arriving trains.
- Wheelchair ramps are easy to find. However, signage is needed on both sides of the ramp.
- The station has disabled access to platforms.

Comments and Recommended Improvements

- More prominent signage is needed along Tampa and Roscoe (two major streets) directing customers to turn on to Parthenia St. to access the station.
- Once ticket is purchased, it is relatively easy to figure out how to get to your train.
- Overall, the station does not have enough signage directing passengers to the station. Poor transit connectivity information (DASH/CSUN shuttle). Suggest a second ADA ramp be installed at the west side of ADA parking. ADA signage is missing from the upper end of platform. ADA signage should be larger and more prominent. Passenger loading sign needs to be replaced where the car ran it over. The loading curb needs to be repainted white (it is faded). Self-cleaning bathrooms are a nice feature and should be installed at more stations. The asphalt surface and border of platform is an uneven and out of repair surface at the edge of the platform.

Van Nuys Station

Score [4]

Transportation Connections

- Pacific Surfliner, Metrolink, Amtrak Buses, Flyaway Bus, Coast Starlight, Bus Transit, DASH, MTA

Signage

- There is pathfinder signage along roads leading to the station.
- There is no consistent pathfinder with directional arrow signage to the station.
- Signs are not visible in size.
- Signs are blocked by trees and other obstructions.
- Entrance is not visible from the local road.
- There is no clear signage for pick-up and drop-off areas.
- There is no clear pathway and signage guiding customers from the parking lot to the station building and TVMs.
- TVMs are not visible and accessible from walkways, parking access ways, and from platforms. TVMs are too far from parking area and are hidden.
- There is no signage directing passengers to TVMs (i.e., 'this way to tickets').
- Arriving track and platform information is not clearly displayed.
- There are multiple station name signs along the platform to confirm desired destination upon arrival, but only at Amtrak end of station.
- Once on the platform, there are no clear exit signs to parking, station office, waiting area, pick-up/drop-off location, from connecting trains and transit services.
- There is no signage and information on the activities and amenities near the station, points of interest and how to get there.
- At the exit from parking, there are no directional signs to the nearest highway.



Amenities

- Platforms, walkways and parking to the station agent are well lit.
- There is no visible clock.
- Digital message sign does not display minutes until arrival of the next train.
- The station is located in safe and secure environment.

Access

- The station has access to free parking.
- Automobile directions are unclear and parking areas are not easily identified.
- There is no bus only intersection (only a bus circle).
- The station has disabled parking with clearly identifiable and accessible paths to the station.
- There are bike racks and bike lockers available and are located in a secure area. However, bicycle parking is not easy to find.
- Announcements are only made for Amtrak arriving trains.
- Wheelchair ramps are easy to find with adequate and accessible signage.

Comments and Recommended Improvements

- Existing station sign on southbound Van Nuys Boulevard has graffiti on it and needs to be replaced or repaired. The signage is also small and not prominent. Additional signage should be installed at this station. There is nothing prominent telling passengers that they have arrived at this major intermodal transit hub for the San Fernando Valley.
- TVMs have glare in the afternoon.
- Station agents only sell Amtrak tickets.
- Once ticket is purchased, it is relatively difficult to figure out how to get to your train. Passengers mistakenly wait for train on the wrong platform.
- Overall, it is suggested to add additional TVMs at the east end of the platform, closer to the Metrolink boarding area.
- Additional and larger more prominent signage is needed identifying this station and obstructions to existing signs need to be removed.
- An additional Metrolink kiosk with better transit information should be installed at the Amtrak end of the station. When north platform project is constructed suggest a better interface between Van Nuys Boulevard bus connections and rail platform.
- Existing stairwell should be better utilized and suggest installing a ramp instead as current design is too steep and unsafe.
- Environmental work and design of Van Nuys North Platform Project needs to address bus rail interface along major north and south transit corridor.
- The station parking is very confusing with tight turns and annexed parking.

Burbank Bob Hope Airport Station

Score [3]

Transportation Connections

- Pacific Surfliner, Metrolink, Coast Starlight, Bus Transit, Flyaway Bus Service

Signage

- There is minimal signage on the approach roadways identifying this station or directing passengers to the station.
- Signs are confusing and not visible in size (i.e., airport shuttle).
- Entrance is visible from the local road.
- There is no clear signage for pick-up and drop-off locations.
- There is no signage directing passengers to TVMs (i.e., 'this way to tickets').
- Arriving track and platform information is not clearly displayed, however, only departure.
- There is no information on the platform confirming that the customer is at the right location for the train and could easily be on the wrong platform or wrong side.
- Platform display has track and platform numbers clearly displayed in multiple locations.
- There are multiple station name signs along the platform to confirm desired destination upon arrival.
- Once on the platform, there are no clear exit signs from connecting trains and transit services.
- There is no signage and information on the activities and amenities near the station, points of interest and how to get there.
- At the exit from parking, there are no directional signs to the nearest numbered highway.



Amenities

- The station has excessive trash on ramps.
- Platforms and walkways are well lit.
- There is no easily visible clock.
- Digital message sign does not display minutes until arrival of the next train.
- The station does not feel safe and secure. There is no security available at the platform and there are homeless people in the area.

Access

- The station does not have access to free parking. There is no Metrolink parking adjacent to the station.
- Automobile directions are unclear and parking areas are difficult to identify.
- There are no bus only intersections.
- There is no disabled parking with clearly identifiable and accessible paths to the station.
- There are no bike racks and bike lockers.
- TVMs are visible and accessible from platforms, but not from the farthest end of the platform.

- TVMs are not visible from walkways as view is obstructed at the farthest end of platform.
- There is no station agent.
- Announcements are not made for all arriving trains.
- Wheelchair ramps exist but are not easy to find and have no adequate accessible signage.

Comments and Recommended Improvements

- The station has a lot of signage; however, much of it is confusing, not prominent and does not meet the objectives to easily direct passengers to pedestrian path, to/from airport and shuttles.
- Way finding signage needs major improvement.
- Overall, the station is unwelcoming to new rail passengers.
- TVMs are needed on south platform.
- Once ticket is purchased, it is relatively difficult to figure out how to get to your train.
- Signage is inadequate and too small.
- No Metrolink parking is available.
- Signage is too low and not at eye level.
- TVM should be installed on south and west platform.
- Security cameras should be installed.
- Fencing should be installed to separate tracks 1 and 2.
- Station is isolated and difficult to locate from freeways.
- Station needs a kiosk or map case to better display Metrolink, Amtrak, public transit and airport information.
- There is no clear directional signage guiding passengers to the airport terminal (should be prominent).
- Station requires trash clean up and is very dirty.

Downtown Burbank Station

Score [3]

Transportation Connections

- Metrolink, Bus Transit, Public Shuttle, MTA, Burbank, Glendale, Santa Clarita

Signage

- There is no consistent pathfinder signage with directional arrows leading to the station.
- Signs are not visible in size.
- There is little 'Metrolink' signage at this station.
- Entrance is visible from the local road.
- There is clear signage for pick-up and drop-off locations.
- No clear pathway and signage guiding customers from the parking lot to the station building. However, path is obvious from parking lot.
- There is no clear pathway and signage guiding customers from the parking lot to TVMs, however, there is only one TVM on eastside of platform and should have signage labeled 'tickets.'
- TVMs are not visible and accessible from walkways and parking access ways.
- TVMs are accessible but not visible from platform.
- There is no signage directing passengers to TVMs (i.e., 'this way to tickets').
- Arriving track and platform information is not clearly displayed. Signs on canopies are not prominent.
- There is no information on the platform confirming that the customer is at the right location for the train.
- There are no station name signs along the platform to confirm desired destination upon arrival, however, only on canopies and are too small.
- Once on the platform there are not clear exit signs to parking, pick-up/drop-off locations (hidden from view), from connecting trains and transit services.
- There is no signage and information on the activities and amenities near the station, points of interest, and how to get there.
- At the exit from parking, there are no clear directional signs to the nearest numbered highway.



Amenities

- Platforms and walkways are well lit.
- There station does not have a visible clock.
- Digital message sign does not display minutes until arrival of the next train.
- The station is located in safe and secure environment.

Access

- The station has access to free parking with easily identifiable lots and clear automobile directions.
- There is a bus only intersection.
- There is disabled parking with clearly identifiable accessible paths to the station.
- The station has bike racks; bike lockers and a bike stop retail operation for bike repairs.
- Bicycle parking is easy to find in a safe and secure area, however, bike lockers require key card access.
- There is no station agent.
- Announcements are not made for all arriving trains.
- Wheelchair ramps are easy to find with adequate accessible signage.
- Disabled access to platform is provided.

Comments and Recommended Improvements

- No signage directing passenger to the station from Interstate 5 southbound freeway off ramp and there should be signage on Front St.
- TVMs are needed at the north end of east platform.
- Once ticket is purchased it is relatively difficult to figure out how to get to your train. Passengers could be on the wrong platform.
- There is no signage telling passengers of available transit services, bus routes, and different transit service offered on west platform.
- There are two platforms at this station, better directional signage is needed to identify if you are on the right platform. Some track one and track two signs are faded and need to be replaced.
- Burbank station signs are not very prominent and don't tell you what station you're at (If you are on the train you might not know you are at Burbank unless your car is near the small 'Burbank' signs on top of the canopies).
- Directional signage is needed from southbound Interstate 5 to the station.
- Signage is needed right on Front Street into the station parking area.
- Fencing should be installed at the north end of the platform to prevent passengers from entering the row and crossing the tracks.

Glendale Station

Score [4]

Transportation Connections

- Pacific Surfliner, Metrolink, Amtrak Buses, Coast Starlight, Bus Transit, Greyhound, Taxi Zones

Signage

- There is pathfinder signage along roads leading to the station; however, pathfinder signage to the station is not consistent to the station.
- There are no clear pathfinder directional arrows leading to the station.
- Signs are not visible in size.
- Signs are covered by shrubs in some areas.
- Entrance is visible from the local road.
- Pick-up and drop-off signage is covered by vines.
- Passengers can park for 72 hours (signage is provided).
- There is no clear pathway and signage guiding customers from the parking lot to TVMs.
- TVMs are not visible and accessible from walkways, parking and platforms.
- TVMS are not visible from platforms as they are hidden by columns and electrical panels.
- There is no signage directing passengers to TVMs (i.e., 'this way to tickets').
- Arriving track and platform information is clearly displayed.
- There is clear information on the platform confirming that the customer is at the right location for the train, however, north and south signage to destinations are needed.
- The platform display has track and platform numbers clearly displayed in multiple locations, but only facing the tracks and can only see opposite platform signage.
- There are multiple station name signs along the platform to confirm desired destination upon arrival.
- Once on the platform, there are no exit signs to parking, pick-up and drop-off location. However, there are clear exit signs from connecting trains and transit services (Complete Beeline information only).
- There is no signage and information on the activities and amenities near the station, points of interest and how to get there.
- At the exit from parking, there are no clear directional signs to the nearest numbered highway.



Amenities

- Platforms and walkways are well lit.
- There is a visible clock with accurate time.
- Digital message sign does not display minutes until arrival of the next train.
- The station is located in a safe and secure environment.

Access

- The station has access to free parking with easily identified parking lots and clear automobile directions.
- There is a bus only intersection.
- There is disabled parking with clearly identified paths to the station.
- The station has bike racks bike lockers.
- Bicycle parking is easy to find in a safe and secure area.
- TVMs are hidden by columns and signage.
- The station does not have an agent.
- Announcements are not made for all arriving trains.
- Wheelchair ramps are easy to find and have adequate and accessible signage, however, signage is too small.
- There is disabled access to platforms.

Comments and Recommended Improvements

- There is signage from Interstate 5 southbound directing passengers to the Los Feliz off-ramp. However, there is no signage telling passengers to take the eastbound or westbound lane once they are on the off-ramp.
- The few roadway signs provided were too small and provide poor direction to and from the station, but there is adequate signage on San Fernando Road directing passengers to the station.
- Needs 'TICKETING' signage placed above TVM locations.
- Once ticket is purchased, it is relatively difficult to figure out how to get to your train. Better signage is needed to inform passengers from being on the wrong side of the platform.
- Should paint blue handicap symbols on platform.
- Need directional signage to pick-up and drop-off location.
- Overall, the station has good way finding signage informing of amenities for passengers once you are at the station.
- Bus display for Glendale Beeline is a convenient feature for passengers, however, directional signage and identification of TVM location is needed.
- Beeline services displayed little information, but not promoted or as prominent as they could be. This is a major transit transfer point to the Beeline and there should be better Beeline information.

Los Angeles Union Station

Score [3]

Transportation Connections

- Pacific Surfliner, Metrolink, Amtrak Buses, SW Chief, Sunset Limited, Coast Starlight, Light Rail, Bus Transit, Public Shuttles, FlyAway Bus, Taxi Zones, Purple, Red and Gold Lines, MTA, Santa Monica, LADOT, Torrance Transit, Santa Clarita, Antelope Valley, OCTA, USC.



Signage

- There is no consistent pathfinder signage with directional arrows along roads leading to the station.
- Signs are not visible in size. However, only the Union Station sign is visible.
- Signage for Amtrak, Metrolink, subway, light rail, LAX Freeway Flyer and other transit services are very small and not prominent.
- There is no signage stating Metrolink or Amtrak at Vignes entrance only states Union Station.
- Metrolink and Amtrak signage on Alameda is small and easily missed.
- There is no clear signage for pick-up and drop-off locations. Signage is confusing and white curb has a no parking sign.
- There is no directional signage to baggage claim area.
- There is no signage informing customers ahead of time where to pay for parking until they are in line to obtain a ticket.
- There is no information informing passengers how long they can park. Signage is confusing as there is no information that says there is an underground parking that allows overnight parking.
- There is no clear pathway and signage guiding customers from the parking lot to the station building and TVMs.
- There is no signage directing passengers to TVMs (i.e., 'this way to tickets').
- Arriving track and platform information is not clearly displayed. However, only departure information is available.
- There is no information on the platform confirming that the customer is at the right location for the train.
- Platform display has track and platform numbers clearly displayed in multiple locations.
- The platform does not show multiple station name signs along the platform to confirm desired destination upon arrival.
- Wheelchair signage is not clearly displayed.
- Once on the platform there are no clear exit signs to parking, station office, waiting area, pick-up/drop-off location, connecting trains and transit services.
- There is no signage and information on the activities and amenities near the station, points of interest, and how to get there.

- At the exit from parking, there are no directional signs to the nearest numbered highway.

Amenities

- Platforms and walkways are well lit.
- There is no visible clock.
- Digital message signs do not display minutes until arrival of the next train. However, it only displays departure times.
- The station is located in a safe and secure environment.

Access

- The station does not have access to free parking.
- Parking areas are not easily identified. There is no directional signage to underground parking at Vignes entrance on Alameda side. Alameda parking is confusing which states no overnight parking but lot is open 24 hours. No directional signage to Lot D and in obscure location.
- There is a bus only intersection on the Vignes entrance.
- There is no directional signage to additional parking lots or whether underground parking lot allows overnight parking.
- There is no disabled parking with clearly identifiable and accessible paths to the station. Alameda parking lot only has three spaces. Lot D disabled parking is extremely far from ADA ramp causing disabled passengers to travel on asphalt through the parking lot.
- There is no directional signage to Lot D from walkways.
- Bike racks and bike lockers are available with no directional signage.
- Bicycle parking is difficult to find as they are hidden in Vignes entrance underground parking. However, bicycle facilities are located in safe and secure area.
- TVMs are accessible; however, they are not visible as there is no directional signage to TVMs or 'TICKETS' above the machines.
- TVMs are not visible and accessible from parking access ways and from platforms. However, they are visible from walkways.
- The station has an available agent.
- Amtrak TVMs always have a line of passengers.
- Departure announcements are only made for Amtrak and Metrolink.
- Conductor announces train arrival at station as service terminates at Union Station.
- Wheelchair ramps in the south area are easy to find. However, not all ramps are ADA compliant.

Comments and Recommended Improvements

- There should be better directional signage along the adjacent Interstate 5, US-101 and Interstate 110 freeways guiding passengers from the freeway off-ramps to Union Station as well as displaying the other transit services provided at Union Station.
- Signage should be similar in volume, frequently, style, symbol, etc. to that directing people to LAX Airport (There is nothing stating this is a major transit center).
- There are multiple entrances to the station on Alameda, Cesar Chavez and Vignes. However, there is no prominent signage at any of these entrances that says the area is

something other than Union Station. The fact that it is a major rail center for urban, intercity and commuter rail, plus multiple bus services (bus plaza) is not prominent.

- Once ticket is purchased, it is relatively difficult to figure out how to get to your train because there are many platforms and tracks. Better signage is needed to inform passenger to their appropriate platform.
- Directional signage is needed to other transit services (Amtrak, buses, rail and subway).
- There is no information on the many local attractions within walking distance or how to get there.
- Directional signage to ticket agent, connecting transit services, parking, TVMs, restrooms, etc. inside station is blocked by columns, confusing, inadequate and inconsistent. Oversaturation of information needs to be simplified. There is plenty of signage but it doesn't achieve the intended result.
- There are too many people at Union Station wandering around confused as to where to go to get their train or transit connections.
- There is no directional signage to and from adjacent freeways informing passengers that this is a major transit hub.
- Sign in front on Alameda need to say more than Union Station. Also, Amtrak Metrolink, Red/Purple/Gold line, bus and flyaway services need to be prominent.
- Nothing directing passengers to long term vs. short term parking. There is no information telling passengers to go to Gateway Center for overnight parking.
- There is no information directing passengers to Red Cap service and disabled parking.
- Alameda entrance has no signage directing passengers to bus transit plaza in East Portal for multiple bus connections.
- No signage stating Red, Purple, or Gold line service.
- Pillars block some of the main signage at Union Station.
- Some of the signage references 'red line' but there is red line and purple line.
- There should be a massive clock over the east portal telling people what time it is.
- There should be better boards in the tunnels directing people to the various platforms for the different trains (Amtrak/Metrolink).
- Travelers Aid kiosk is infrequently staffed and there is nothing prominent directing people where to go to access the many attractions within walking distance of Union Station (Olvera Street, downtown, Little Tokyo, Chinatown, etc.).
- Enhancements and improvements should be included in Los Angeles Union Station Master Plan being conducted by Metro. The Master Plan should look at way finding in a comprehensive and systematic manner for all modes of access and transit to and from Union Station.

Commerce Station

Score [2]

Transportation Connections

- Metrolink, Bus Transit, Shuttle Buses, Commerce

Signage

- There is consistent pathfinder signage with directional arrows along roads leading to the station.
- Signs are visible in size. However, entrance signage is not visible from the local road. Signage is very small and not prominent.
- There is no clear signage for pick-up and drop-off location.
- There is a clear pathway to the station entrance walkway guiding customers from the parking lot to TVMs.
- There is no signage directing passengers to TVMs (i.e., 'this way to tickets').
- Arriving track and platform information is clearly displayed.
- There is information on the platform confirming that the customer is at the right location for the train.
- There are no multiple station name signs along the platform confirming desired destination upon arrival.
- Once on the platform, there are no clear exit signs to parking, pick-up/drop-off location, from connecting trains and transit services.
- There is no signage and information on the activities and amenities near the station, points of interests and how to get there.
- At the exit from parking, there are no directional signs to the nearest numbered highway.



Amenities

- Platform is well lit. However, walkways are not well lit to parking.
- The station does not have an easily visible clock.
- Digital message sign does not display minutes until arrival of the next train.
- The station does not feel safe and secure.

Accessibility

- The station has access to free parking. However, parking areas are not easily identified. Passengers don't know parking is available across the street.
- Automobile directions are unclear. There is no signage stating parking lot is only one way.
- There is no disabled parking available with clearly identifiable and accessible paths to the station. Few spaces in the parking lot are in poor condition, and as a result, disabled customers have to walk/roll over tracks that are uneven and cracked.
- The station has available bike racks and bike lockers.
- Bicycle parking is easy to find. However, facilities are not located in a safe and secure area.
- The station does not have an available agent.
- Announcements are not made for all arriving trains.

- Wheelchair ramps are not easy to find. Ramps have no accessible signage available in site.
- There is disabled access to the platform however, ramps are in need of repair and concrete is cracked.

Comments and Recommended Improvements

- Excellent directional signage from Interstate 5 freeway at Garfield exit and in comparison to other Los Angeles County LOSSAN stations.
- Signage still depicts Amtrak service that was discontinued.
- Once at the station, station needs signage welcoming passengers to the station. It is currently very uninviting once you get there. A modern sign inviting passengers to the station would be informative to new passengers and tourist.
- The layout of the station is not like a traditional station, causing confusion regarding the use of the station.
- TVMs have glare.
- Once ticket is purchased it is relatively easy to figure out how to get to your train (Only one platform).
- Signage is excellent directing passengers to the station from the Interstate 5 freeway. However, no signage is visible providing directions from the station to the freeway.
- The station is located in an isolated area and there are safety concerns.
- Low ridership and few trains stop at this station due to single track operation.
- Overall, the area is bleak and isolated.
- Parking needs to be better identified and the signage for parking needs improvement.
- TVM screens can be very hard to read in the afternoon and evening.
- There are accessible issues for wheelchair and disabled patrons. (i.e., due to a poor ramp and cracked walkway near the UP siding, which disabled customers must cross to get to the passenger platform).
- There is signage indicating that Amtrak serves this station but that service has been discontinued.
- Signage at station needs to be totally revamped.

Norwalk-Santa Fe Station

Score [4]

Transportation Connections

- Pacific Surfliner, Metrolink, Bus Transit, and Norwalk

Signage

- There is no signage on southbound Interstate 5 directing passengers to station.
- Sign at southbound Interstate 5 off-ramp at Pioneer Boulevard is very small and easy to miss. There is only one sign at the station entrance from eastbound Imperial. However, if passengers are not in the left lane they will miss the left turn, also the sign is too high.
- Signs are not visible in size.
- Signs are covered by obstructed objects, impairing the view.
- There are no clear pathfinder directional arrows along roads leading to the station.
- Entrance signage is visible from the local road.
- There is no clear pick-up and drop-off location.
- There is no clear signage guiding customers from the parking lot to TVMs.
- There is no signage directing passengers to TVMs (i.e., 'this way to tickets').
- Arriving track and platform information is not clearly displayed.
- There is information on the platform confirming that the customer is at the right location for the train.
- The platform display has track and platform numbers clearly displayed in multiple locations. However, signage is relatively small.
- There are multiple station name signs along the platform confirming desired destination upon arrival.
- Once on the platform, there are no clear exit signs to parking, pick-up/drop-off location, from connecting trains and transit services. However, transit center is next to west platform.
- There is no signage and information on the activities and amenities near the station, points of interests and how to get there.
- At the exit from parking, there are no directional signs to the nearest numbered highway.



Amenities

- Platforms and walkways are well lit.
- There no visible clock.
- Platforms and walkways are well lit.
- The station is located in safe and secure environment.

Accessibility

- The station does not have access to free parking.
- Parking areas are easily identified.
- The station has a bus circle area

- Automobile directions are not clear
- There are no clear directions when to pay, payment type, parking cost, or how long passengers can park and whether there is daily parking available or only monthly.
- The station has disabled parking with clearly identifiable and accessible paths to the station.
- Bike racks and bike lockers are located on the west platform. However, there is no signage directing passengers to bike racks.
- Bicycle parking is not easy to find as they are hidden by bridge wall.
- Bicycle facilities are located in safe and secure environment.
- TVMs are hidden by columns and under stairs.
- TVMs are not visible and accessible from walkways, from parking access ways and from platforms.
- The station does not have an available agent.
- Announcements are not made for all arriving trains.
- Wheelchair ramps are easy to find and have adequate accessible signage. However, directional signage is needed to mini high ramps.
- There is disable access to platforms.

Comments and Recommended Improvements

- Once ticket is purchased it is relatively easy to figure out how to get to your train.
- Overall, there is poor signage directing passengers to the station from Pioneer and Imperial Boulevards.
- Better way finding signage for disabled passengers to the proper boarding area is needed.
- Parking restrictions should be better communicated. Parking appears to be by permit only.
- TVMs on the west and southbound platform are hidden, and difficult to find. Better signage directing passengers to TVMs is needed.

Station Site Profiles: Orange County

Buena Park Station

Score [5]

Transportation Connections

- Metrolink and Bus Transit.

Signage

- Pathfinder signage along roads is difficult to spot.
- There is no consistent pathfinder signage and directional arrows leading to the station.
- Station entrance is visible from the local road thoroughfare.
- There is clear signage for pick-up and drop-off.
- Signage is provided on how long you can't park (1 a.m.-4 a.m.).
- The station shows a clear pathway guiding customers from the parking lot to the station building, however, no signage is available.
- There is no signage guiding customers from the parking lot to TVMs (i.e., 'this way to tickets').
- The platform clearly displays track numbers in multiple locations.
- Multiple station name signs along the platform are available to confirm desired destination upon arrival.
- Once on the platform, there are no clear exit signs to parking, waiting area, pick-up, drop-off locations, from connecting trains and transit services.
- There is no signage and information on the activities and amenities near the station and points of interest and how to get there.
- At the exit from parking there are no directional signs to the nearest numbered highway and major road thoroughfare.



Amenities

- The station includes a 'bus only' intersection.
- The station contained a visible clock with accurate time.
- Digital message signs don't include minutes until arrival of the next train.
- Arriving track and platform information is clearly displayed.
- There is no information on the platform confirming that the customer is at the right location for the train.
- The station is very clean and well maintained station in a safe secure pleasant environment.

Access

- The station has access to free parking with easily identified areas.
- There is disabled parking with clearly identifiable and accessible paths to the station.

- The station includes bike racks and bike lockers. Bicycle parking is easy to find.
- TVMs are visible and accessible from walkways, parking access ways and from platforms.
- The station does not have a station agent.
- There is no guidance or assistance provided on how to use a TVM.
- Announcements are not made for any of the arriving trains.
- Wheelchair ramps are easy to find, however, signage is not adequate and accessible.
- Disabled access to platforms is available.

Comments and Recommended Improvements

- Adding more signage along roads leading to the station is needed.
- Purchasing ticket was relatively easy.
- Purchasing a ticket was relatively easy to figure out and how to get to your train.
- Parking was difficult because it was full. More parking is needed spaces are needed.
- Signs with information about the overflow parking lot should be posted.
- Beautiful and well maintained station.

Fullerton Station

Score [4]

Transportation Connections

- Pacific Surfliner, Metrolink, Bus Transit, SW Chief, Taxis.

Signage

- There is consistent pathfinder signage with directional arrows along roads leading to the station.
- Automobile directions are clear and consistent.
- Signs are visible in size.
- Some signs are blocked by trees.
- Entrance is not visible from the local road and thoroughfare.
- There is no clear signage for pick-up and drop-off locations.
- There is clear pathway and signage guiding customers from the parking lot to the station building.
- There is no signage directing passengers to TVMs (i.e., 'this way to tickets').
- The platform display has a track and number clearly displayed in multiple locations with multiple station name signs along the platform to confirm desired destination upon arrival.
- Once on the platform there are no clear exit signs to parking, station office, waiting area, pick-up/drop off locations and from connecting trains, and transit services.
- There is no signage and information on the activities and amenities near the station and points of interest and how to get there.
- At the exit from parking, there are clear directional signs to the nearest numbered highway.



Amenities

- There is an easily visible clock with accurate time.
- The digital message sign does not display minutes until arrival of the next train.
- The station is safe and secure.

Access

- The station does not have access to free parking.
- Parking areas are easily identified, however, there is no distinction between short-term and long-term parking.
- The station has 'bus only' intersections.
- There is disabled parking with clearly identifiable and accessible paths to the station.
- The station contains bike racks and bike lockers.
- Bicycle parking is easy to find in a safe and secure area.
- TVMs are inconveniently located underneath staircase and are not visible from walkways, and parking access ways.
- TVMs are only visible from platforms.
- The station has an agent.
- Announcements are only made for Amtrak.
- Wheelchair ramps are easy to find with adequate accessibility signage.

Comments and Recommended Improvements

- Once ticket is purchased, it is difficult to figure out how to get to your train.
- Track and platform information is not clearly displayed and the information on the platform does not confirm that the customer is at the right location for the train.
- Overall, the station is a beautiful station with excellent location in downtown Fullerton surrounded by shops and dining activities.
- TVMs are placed underneath a staircase; this makes it difficult to spot especially when there is no signage directing passengers to TVMs.

Anaheim Station

Score [4]

Transportation Connections

- Pacific Surfliner, Metrolink, Bus Transit, Anaheim Resort Transit, Taxis

Signage

- There is consistent pathfinder signage with clear directional arrows along roads leading to the station.
- Signs are visible in size.
- Entrance is visible from the local road and thoroughfare.
- There is no clear signage for pick-up and drop-off locations.
- There is no clear pathway and signage guiding customers from the parking lot to the station building and TVMs.
- There is no signage directing passengers to TVMs (i.e., 'this way to tickets').
- Arriving track and platform information is not clearly displayed.
- Track and platform information is clearly displayed in multiple locations.
- There are multiple station name signs along the platform to confirm desired destination upon arrival.
- Once on the platform there are no clear exit signs to parking, station office, waiting area, pick-up/drop-off locations, from connecting trains and transit services.
- There is no signage and information on the activities and amenities near the station and points of interest and how to get there.
- At the exit from parking there are no directional signs to the nearest numbered highway.



Amenities

- There is a visible clock with accurate time.
- Digital message signs do not display minutes until arrival of the next train.
- The station is located in a safe and secure environment.

Access

- The station has access to free parking with easily identified parking areas.
- Automobile directions are unclear.
- The station does not have 'bus only' intersections.
- There is disabled parking with clearly identifiable and accessible paths to the station.
- The station has bike racks and bike lockers that are easy to find in a safe and secure area.
- TVMs are visible and accessible from walkways and parking access ways, however, they are not visible from platforms.
- The station has an agent.
- Announcements for arriving trains are only made for Amtrak.
- Wheelchair ramps are easy to find with adequate accessible signage and disabled access to platforms.

Comments and Recommended Improvements

- Once ticket is purchased it is relatively easy to walk to assigned train.
- The station is shared with the Angel's stadium parking lot and it is located far away from retail and restaurants. More signage is needed along streets to inform and better accommodate tourist and daily riders.

Orange Station

Score [4]

Transportation Connections

- Pacific Surfliner, Metrolink, Bus Transit.

Signage

- There is consistent pathfinder signage with directional arrows along roads leading to the station.
- Signs are visible in size.
- Entrance is visible from the local road and thoroughfare.
- There is no clear signage for pick-up and drop-off locations.
- Automobile directions are clear and efficient.
- There is no clear pathway and signage guiding customers from the parking lot to the station building and TVMs.
- There is no signage directing passengers to TVMs (i.e., 'this way to tickets').
- Arriving track and platform information is displayed with clear information on the platform confirming that the customer is at the right location for the train.
- The platform display has track and platform numbers clearly displayed in multiple locations.
- There are multiple station name signs along the platform to confirm desired destination upon arrival.
- Once on the platform there are no clear exit signs to parking, station office, waiting area, pick-up/drop-off locations, from connecting trains and transit services.
- At the exit from parking, there are no directional signs to the nearest numbered highway.



Amenities

- There is an easily visible clock with accurate time available.
- Digital message signs do not display minutes until arrival of the next train.
- The station is located in a safe and secure environment.

Access

- The station has access to free parking with easily identified parking lots.
- There station has 'bus only' intersections.
- There station has disabled parking with clearly identifiable and accessible paths to the station.
- The station has bike racks and bike lockers that are easy to find in a safe and secure area.
- TVMs are visible and accessible from walkways, parking access ways and platforms.
- The station does not have an agent.
- Announcements are not made for arriving trains.
- Wheelchair ramps are easy to find with adequate accessible signage and disabled access to platforms.

Comments and Recommended Improvements

- Once ticket is purchased it is relatively easy to walk to assigned train.
- The station is located next to Ruby's restaurant and Steamliner Lounge; this is considered to be perfect while waiting for trains to arrive.

Santa Ana Station

Score [5]

Transportation Connections

- Pacific Surfliner, Metrolink, Bus Transit, Tourist Buses (Crucero), Greyhound, Taxis.

Signage

- There is consistent pathfinder signage with directional arrows along roads leading to the station.
- Signs are visible in size.
- Entrance is visible from the local road and thoroughfare.
- There is clear signage for pick-up and drop-off locations.
- There is no clear pathway and signage guiding customers from the parking lot to the station building and TVMs.
- There is no signage directing passengers to TVMs (i.e., 'this way to tickets').
- Arriving track and platform information is not clearly displayed.
- There is no information on the platform confirming that the customer is at the right location for the train.
- There are multiple station name signs along the platform to confirm desired destination upon arrival.
- Once on the platform there are no clear exit signs to parking, station office, waiting area, pick-up/drop-off locations, from connecting trains and transit services.
- There is signage and information on the activities and amenities near the station and points of interest and how to get there.
- At the exit from parking, there are directional signs to the nearest numbered highway.



Amenities

- There is an easily visible clock with accurate time.
- Digital message signs do not display minutes until arrival of the next train.
- The station is located in a safe and secure environment.
- Beautifully historical architecture style.

Accessibility

- The station has access to free parking with easily identified lots.
- The station has 'bus only' intersections.
- Automobile directions are clear and efficient.
- There is disabled parking with clearly identifiable and accessible paths to the station.
- The station has bike racks and bike lockers that are easy to find in a safe and secure area.
- TVMs are visible and accessible from walkways and platforms; however, they are not visible from parking access ways.

- The station has an agent.
- Announcements are only made for Amtrak's arriving trains.
- Wheelchair ramps are easy to find with adequate accessible signage and disabled access to platforms.

Recommended Improvements

- Once ticket is purchased it is relatively easy to walk to assigned train.
- The station contains the best signage out of all Orange County train stations. Although signs to the transit buses and Crucero tourist bus is recommended from the platforms.

Tustin Station

Score [4]

Transportation Connections

- Metrolink, Bus Transit, Shuttle Buses

Signage

- There is no consistent pathfinder signage with directional arrows along roads leading to the station.
- Signs are visible in size.
- Entrance is visible from the local road thoroughfare.
- The station has no clear signage for pick-up and drop-off areas.
- There is no clear pathway and signage guiding customers from the parking lot to the station building and TVMs.
- There is no signage directing passengers to TVMs (i.e., 'this way to tickets').
- Arriving track and platform information is clearly displayed in multiple locations.
- There is no information on the platform confirming that the customer is at the right location for the train.
- Once on the platform there are no clear exit signs to parking, station office, waiting area and pick-up and drop-off locations.



Amenities

- Platforms are well lit; however, walkways are dark near the accessible ramps.
- The station has an easily visible clock with accurate time.
- Digital message signs do not display minutes until arrival of the next train.
- The station does not have a station agent.

Access

- The station has access to free parking with clear automobile directional signage with no restrictions on how long you can park.
- There is no clear pathway or signage guiding customers from the parking lot to the station building.
- The station has bike racks and bike lockers with bicycle parking being easy to find in a safe and secure area.
- TVMs are visible and accessible from walkways and parking access ways, except from platforms.
- Announcements are not made for any of the arriving trains.
- Wheelchair ramps are easy to find, however, adequate and accessible signage is needed.

Comments and Recommended Improvements

- Adding more signage along roads leading to the station should be considered.
- Once purchased ticket it is relatively difficult to figure out how to get to your train.
- Overall, the station is very well maintained. The new parking structure looks great. Directional signage is needed to help guide customers. Currently, signs are only faced in the

direction of the drivers and not the passengers who just got off the Metrolink trains. Also, if the buses are parked in the bus only zone, the pick-up and drop-off zone is completely blocked by the buses.

Irvine Station

Score [4]

Transportation Connections

- Pacific Surfliner, Metrolink, Bus Transit, Flyaway Bus, Taxis

Signage

- There is consistent pathfinder signage along roads leading to the station.
- There are no clear pathfinder directional arrows to the station.
- Signs are visible in size.
- Entrance is visible from the local road and thoroughfare.
- There is clear signage for drop off location.
- Automobile directions are clear and efficient.
- There is clear pathway and signage guiding customers from the parking lot to the station building and TVMs.
- There is no signage directing passengers to TVMs (i.e., 'this way to tickets').
- Arriving track and platform information is not clearly displayed.
- There is no information on the platform confirming that the customer is at the right location for the train.
- The platform display has track and platform numbers clearly displayed in multiple locations.
- There are multiple station name signs along the platform to confirm desired destination upon arrival.
- Once on the platform there are no clear exit signs to station office, waiting area, pick-up/drop-off locations, connecting trains and transit services.
- There is signage and information on the activities, amenities near the station, and points of interest inside the waiting area.
- At the exit from parking, there are directional signs to the nearest numbered highway.



Amenities

- There is an easily visible clock with accurate time.
- Digital message sign does not display minutes until arrival of the next train.
- The station is located in a safe and secure environment.

Access

- The station has free access to free parking with easily identified lots.
- The station has 'bus only' intersections.
- Disabled parking is clearly identified with accessible paths to the station.
- The station has bike racks and bike lockers with bicycle parking being easy to find in a safe and secure area.
- TVMs are visible and accessible from walkways, parking access ways and platforms.
- The station has an agent.
- Announcements are only made for Amtrak arriving trains.
- Wheelchair ramps are easy to find with adequate accessible signage and disable access to

platforms.

Comments and Recommended Improvements

- Once purchased ticket it is relatively difficult to figure out how to get to train.
- Overall, the station is great; however, some exterior upkeep of the station would be visually appealing.
- The parking structure is new, clean and nice; however, the station looks old and hasn't been updated.
- The paint and signage design around the station is inconsistent with the paint and signage design of the parking structure.

Laguna Niguel-Mission Viejo Station

Score [4]

Transportation Connections

- Pacific Surfliner, Metrolink and Bus Transit

Signage

- There is pathfinder signage along roads leading to the station.
- There is no consistent signage and directional arrows leading to the station.
- Signs are not visible in size
- Some signs are blocked by trees.
- Entrance is not visible from the local road and thoroughfare.
- There is clear signage for pick-up and drop-off locations.
- Automobile directions are neither clear nor consistent.
- There is a clear pathway and signage guiding customers from the parking lot to the station building and TVMs.
- There is no signage directing passengers to TVMs (i.e., 'this way to tickets').
- Arriving track and platform information is not clearly displayed.
- There is no information on the platform confirming that the customer is at the right location for the train.
- The platform display has track and platform numbers clearly displayed in multiple locations.
- There are multiple station name signs along the platform to confirm desired destination upon arrival.
- Once on the platform, there are no clear exit signs to parking, pick-up/drop-off locations, from connecting trains and transit services.
- There is no signage and information on the activities and amenities near the station, points of interest and how to get there.
- At the exit from parking, there are no directional signs to the nearest numbered highway.



Amenities

- There is an easily visible clock with accurate time.
- Digital message sign does not display minutes until arrival of the next train.
- The station is located in a safe and secure environment.

Access

- The station has access to free parking with easily identified lots.
- There are 'bus only' intersections.
- There is disabled parking with clearly identifiable and accessible paths to the station.
- The station has bike racks and bike lockers with bicycle parking being easy to find in a safe and secure area.
- TVMs are visible and accessible from walkways and parking access ways, except from platforms.
- The station does not have an agent.

- Announcements are not made for arriving trains.
- Wheelchair ramps are easy to find, however, better accessible signage is needed.

Comments and Recommended Improvements

- Once purchased ticket it is relatively easy to get to your train.
- The station is a hidden station with not very many signs directing people where the station is located.
- Better signage with descriptive information is needed to inform people about how to obtain a bike locker and where the bike lockers are located would be helpful.
- Green utility boxes are easily mistaken for bike lockers.

San Juan Capistrano Station

Score [4]

Transportation Connections

- Pacific Surfliner, Metrolink, Amtrak Buses, Bus Transit, Taxis

Signage

- Pathfinder signage is barely readable along roads leading to the station.
- There is no consistent pathfinder signage to the station.
- Signs are not visible in size.
- Some signs are blocked by trees.
- Pathfinder directional arrows are too small to see from distance.
- Entrance signage is too small and is not visible from the local road.
- There is no clear signage for pick-up and drop-off locations.
- Automobile directions are not clear and consistent.
- There is no clear pathway and signage guiding customers from the parking lot to the station building and TVMs.
- Arriving track and platform information is not clearly displayed.
- There is no information on the platform confirming that the customer is at the right location for the train.
- The platform display does not have track and platform numbers clearly displayed in multiple locations.
- There are multiple station name signs along platform confirming desired destination upon arrival.
- Once on the platform there are no clear exit signs to parking, station office, waiting area, pick-up/drop-off locations, from connecting trains and transit services.
- There is clear signage and information on the activities and amenities near the station, points of interest and how to get there.
- At the exit from parking, there are no clear directional signs to the nearest numbered highway.



Amenities

- There is an easily visible clock with accurate time.
- Digital message sign does not display minutes until arrival of the next train.
- The station is beautiful located in a safe and secure environment.

Access

- The station has access to free parking with easily identified lots.
- The station has a bus only intersection.
- There is no disabled parking with clearly identifiable and accessible paths to the station.
- The station does not have bike racks and bike lockers.
- TVMs are not visible from walkways and parking access ways.
- TVMs are visible and accessible from platforms.

- The station has an agent.
- Announcements are not made for any arriving trains.
- Wheelchair ramps are not easy to find and have no adequate accessible signage.
- The station has disable access to platforms.

Comments and Recommended Improvements

- Once purchased a ticket it is relatively easy to figure out how to get to your train.
- The station is hidden away, and as a result needs more signage guiding customers.

San Clemente-North Beach Station

Score [3]

Transportation Connections

- Metrolink and Bus Transit

Signage

- Consistent pathfinder signage with directional arrows is needed along roads leading to the station.
- Station entrance is not visible from the local road thoroughfare.
- There is no clear signage for pick-up and drop-off areas.
- There is no signage that says where you pay or how long you can park.
- There is clear pathway and signage guiding customers from the parking lot to the station building.
- There is no signage directing passengers to TVMs from parking lot (i.e., 'this way to tickets').
- Arriving track and platform information is clearly displayed.
- There is no information on the platform confirming that the customer is at the right location for the train.
- The platform does not display clear track information.
- There are multiple station name signs along the platform to confirm desired destination upon arrival.
- Once on the platform there are no clear exit signs to parking, waiting area, pick-up/drop-off locations, from connecting trains and transit services.
- There is no signage and information on the activities and amenities near the station and points of interest and how to get there.
- At the exit from parking there are no directional signs to the nearest numbered highway or named major thoroughfare.



Amenities

- The station does not have a visible clock.
- Few bench arms are missing.
- Station shelters look weathered down and old.

Access

- The station does not have access to free parking.
- Parking areas are easily identified.
- The station does not have 'bus only' intersections.
- There is clear disabled parking with identifiable and accessible paths to the station.
- The station has only one bike rack available.
- Bicycle parking is located in a non-visible area.
- The station does not have a digital message sign that displays 'minutes until arrival' of the next train.
- TVMs are visible and accessible from walkways, parking access ways, and platforms.

- The station does not have a station agent.
- Announcements are not made for arriving trains.
- Wheelchair ramps are easy to find but require adequate and accessible signage.

Comments and Recommended Improvements

- There is only pathfinder signage along freeways leading to the station.
- Once ticket is purchased it is relatively easy to figure out how to get to your train.
- The station needs to be better maintained with more accessible signage to/at the station.

San Clemente Pier Station

Score [3]

Transportation Connections

- Pacific Surfliner, Metrolink, Bus Transit

Signage

- There is no consistent pathfinder and directional arrow signage along roads leading to the station.
- Signs are not visible in size.
- Entrance is not visible from the local road and thoroughfare.
- There is clear signage for pick-up and drop-off locations.
- Automobile directions are not clear.
- The station provide parking information that says where to pay, when to pay, payment type, cost of parking and how long you can park.
- There is no clear pathway and signage guiding customers from the parking lot to the station building and TVMs.
- There is no signage directing passengers to TVMs (i.e., 'this way to tickets').
- Arriving track and platform information is clearly displayed.
- There is no information on the platform confirming that the customer is at the right location for the train.
- The platform does not have track and platform numbers clearly displayed in multiple locations.
- There are multiple station name signs along the platform confirming desired destination upon arrival.
- Once on the platform, there are no clear exit signs to parking, pick-up/drop-off locations, from connecting trains and transit services.
- There is no signage and information on the activities and amenities near the station, points of interest and how to get there.
- At the exit from parking, there are no directional signs to the nearest numbered highway.



Amenities

- There is an easily visible clock with accurate time.
- Digital message sign does not display minutes until arrival of the next train.
- The station is located in a safe and secure environment.

Access

- The station does not have access to free parking.
- Parking areas are easily identified.
- The station has bus only intersections.
- There is disabled parking with clearly identifiable and accessible paths to the station.

- There are no bike racks and bike lockers.
- TVMs are visible and accessible from walkways and platforms.
- TVMs are not visible and accessible from parking access ways.
- The station does not have an agent.
- Announcements are not made for arriving trains.
- Wheelchair ramps are easy to find, however, adequate accessibility signage is needed.
- There is disabled access to platform.

Comments and Recommended Improvements

- Once ticket is purchased it is relatively easy to figure out how to get to your train.
- Hardly recognizable train station. The station needs more signage that states that this is a train station. Also there should also be a sign directing customers where the platform is located. It is confusing as to where it is.
- Marketing strategies for this station would be great to increase awareness of where the station is located.

Station Site Profiles: San Diego County

Oceanside Station

Score [3]

Transportation Connections

- Pacific Surfliner, Metrolink, COASTER, Amtrak buses, Light Rail SPRINTER, Bus transit, Greyhound, taxi zones.

Signage

- There is consistent pathfinder signage to the station.
- Signs are visible in size.
- A sign is blocked by trees on Marren and Mission Road.
- There are clear pathfinder directional arrows, however, the arrows did not point down the correct road.
- There is no signage directing riders to parking garage located in south of Tremont.
- There is no signage saying where to board Metrolink. Signs should say 'Amtrak, COASTER, and Metrolink boarding here.'
- Station entrance is not visible from the local road.
- There is clear signage for pick-off and drop-off once you're in the parking lot station.
- The station has access to free parking.
- There is no signage on how long you can park.
- There is no clear pathway signage guiding customers from the parking lot to the station building walkway. Taller signs are needed to inform riders where the main pedestrian walkway is located.
- There is no signage directing passengers to TVMs, however, some TVMs are visible and accessible from the main walkway and platform.
- Arriving track and platform information is not clearly displayed there is no information on the platform confirming that the customer is at the right location for the train except for Amtrak.
- The platform displays have a track number displayed in multiple locations, however, signs were very small in size that you could only see the train logo.
- There are only a few station name signs along the platform to confirm desired destination upon arrival, but not everywhere since you have to be in the right place.
- There is signage and information on the activities and amenities near the station, however, a sign located in the middle of the parking lot show an incorrect "you are here" location and it is recommended the sign be double sided to face both directions.
- At the exit from parking, there is no clear directional signs to the nearest numbered highway or major thoroughfare (confusing).

Amenities

- There is an easily visible clock with accurate time.
- Digital reader does not display minutes until arrival of the next train.



Accessibility

- Parking garage area is not easily identified; the main lot is the only parking that is clear and intuitive.
- The station has 'bus only intersections.'
- It is not clear which parking was best for which mode of transportation.
- Disabled parking with clearly identifiable and accessible paths to the station is available, however, very few spots.
- Bike racks and bike lockers are available.
- Bicycle parking is not easy to find riders have to walk around the station to find them.
- Announcements are made for Amtrak and Metrolink and not for COASTER.
- COASTER wheelchair ramps were easy to find, both Amtrak and Metrolink wheelchair ramps were located too far down the platform with no signage.
- Amtrak has a small waiting area with a few chairs.
- Pick-up and drop-off location signs face road, but not platform.

Comments and Recommended Improvements

- There is no clear Metrolink signage to TVMs. Volunteers had to ask other passengers that were waiting around.
- It took the volunteer a moment to find the station map next to the TVM (Poster could be cleaned and have brighter colors for easy visibility).
- Amtrak signage points in direction of TVMs, but not platform.
- It is unclear which side to wait on for COASTER because signage is only in one location, however, the train makes stops on both sides.
- More bicycle racks are needed in the station, they were all full.
- The platforms and walkways are well lit.
- There are not many light fixtures near disable ramps.
- Amtrak TVMs identify the next train by number and/or destination and when it will arrive, however, it does not display anything about later or cancelled trains.
- COASTER TVMs don't identify the next train by number and/or destination and when it will arrive.
- NCTD is relocated and not easy to find, so people automatically go to Amtrak's information services.
- It is not clear which track to wait on very confusing better signage is needed to direct passengers to appropriate platform.
- Acronym signage should be avoided for NCTD signage since people/tourist might not know what that means.
- The station feels safe and secure.
- Signs need to be bigger and placed in more intuitive areas and signage is less helpful for those getting off the train.
- Arrows pointing north and south with destinations are needed on platform.
- It is not clear that there is customer service at the transit store.
- It is not clear where you can cross to the other side, especially for Amtrak, Metrolink riders.
- Better signage is needed for tunnel from parking lot and walkway area.

Carlsbad Village Station

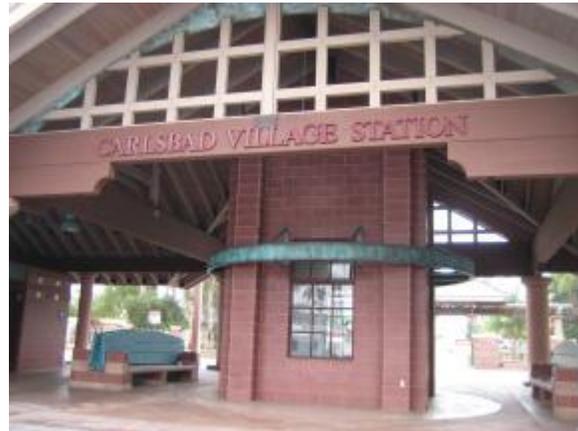
Score [4]

Transportation Connections

- COASTER, bus transit, taxi

Signage

- There is pathfinder signage along roads leading to the station except for State Street.
- Signs are visible in size.
- COASTER trail pathfinder signage design is similar to train station signage (Confusing).
- There are no clear pathfinder directional arrows to the station as they point to a parking lot which is on a different street.
- Station entrance is not visible from the local road thoroughfare only from Grand Avenue.
- There is clear signage for pick-up and drop-off areas.
- There is no clear signage to TVMs from parking lot.
- There is no bike signage directing passengers to bikes areas, however, if bikes are already parked there are easy to find.
- Digital reader is too small and contains outdated information with wrong time.
- There is no information telling riders 'minutes to next train.'
- Track and platform information is clearly displayed.
- There is information on the platform confirming that the customer is at the right location for the train.
- There are multiple 'station name signs' along the platform to confirm desired destination upon arrival.
- There are no clear exit signs to waiting area and pick-up and drop off location.
- There is no signage and information on the activities and amenities near the station and points of interest and how to get there (only an old faded COASTER destinations page taped to the window).
- Directional track signage is needed for north and south.



Amenities

- Platforms and walkways are well lit.
- There is a clock on the train station building tower, but blends into the brick. Passengers shouldn't have to be looking for it.
- Pleasant environment with a small refreshment shop.

Access

- There is no clear assign taxi zone area. Taxis drive around area, but there is not a place where they can park and wait.
- The station has access to free parking.

- It is not clear how long passengers can park.
- One way streets for buses.
- There is clear pathway signage guiding customers from the parking lot to the station building.
- There is disabled parking with clearly identifiable and accessible paths to the station.
- There are bike racks and bike lockers.
- Bike racks on bus side are tucked away near a dumpster and could be easily stolen.
- TVMs are not visible and accessible signage is needed.
- TVMs are placed next to the soda and candy machine which could be easily mistaken.
- Another TVM should be placed at the end of the platform to accommodate passengers in north parking lot.
- Passengers assume the vacant security office would have someone there.
- The security window (vacant) has a hand-written faded sign pointing to TVMs with outdated compass card instructions.
- Announcements were made inaudibly too quiet.
- Wheelchair ramps are easy to find with adequate accessibility signage.
- There is disabled access to platform.
- Once on the platform there are clear exit signs to parking.
- Southern parking lot is very unclear whether it's part of the station. It located in an isolated area with small signage.

Comments and Recommended Improvements

- Pathfinder signage to the station confuses passengers.
- It is not clear whether you can get through a gate to the bus area.
- The yellow gate camouflages into a fence.
- It is recommended to put up signs for ramp to board train.
- Direct foot traffic to bus stops more efficiently.
- Station is hard to find if you have never been there before.
- The station is layout with everything in the center core.
- Pathfinder signage to I-5 is not clear.
- Outdated bus schedules.

Carlsbad Poinsettia Station

Score [4]

Transportation Connections

- COASTER, bus transit, FLEX shuttle, taxis

Signage

- There is clear pathfinder and directional arrow signage along roads leading to the station from I-5, Palomar and none from Route 101.
- Signs are visible in size.
- Entrance is visible from the local road thoroughfare.
- The drop-off signage needs to be placed in a more visual area.
- There is no clear signage for pick-up and drop-off since the area looks like a lane for buses only.
- The parking entrance confuses passengers from thinking it is a bus only lane.
- There is clear pathway signage guiding customers from the parking lot to the station building.
- There is no signage directing passengers to TVMs (i.e., 'this way to tickets').
- TVMs have a screen glare.
- There is little information confirming that the customer is at the right location for the train.
- Wheelchair ramps are easy to find but more adequate signage is needed.
- Once on the platform there are no clear exit signs to transit services.
- There is no signage or information on the activities and amenities near the station and points of interest and how to get there.
- At the exit from parking, there are no directional signs to the nearest numbered highway.
- Nature preserve signage is weathered down and faded.



Amenities

- Platforms and walkways are well lit.
- There is no visible clock with accurate time.
- The station feels secure except when vegetation is overgrown.
- The natural preserve section of the station makes it a pleasant environment for passengers.

Access

- The station has bike racks and bike lockers.
- Bicycle parking is easy to find and in a safe and secure area.
- Track information is not clearly displayed for north and south directions.
- No announcements are made for any of the trains.

Comments and Recommended Improvements

- In TVMs the button to hit 'pay' is very small and in an inconvenient location at the bottom of the screen.
- It is not clear which side of the tracks to wait on. Signage is needed to inform passenger

which track is north and south.

- Could have big sign over TVM cover directing passengers to TVMs.
- TVMs are located adjacent to the smallest parking lot.
- It is not clear which side to stand on if passengers are going north or south.
- The station entrance sign was very visible from every angle.
- Information on how to rent a bike locker is needed.
- Only some bike lockers were functioning.

Encinitas Station

Score [3]

Transportation Connections

- COASTER, bus transit, shuttle buses and taxi zone.

Signage

- There is clear and consistent pathfinder signage with directional arrows along roads leading to the station.
- Station is visible from the local road thoroughfare.
- There is no signage for pick-up and drop-off areas.
- Signs are visible in size.
- There is no signage directing passengers to TVMs from station building.
- There is disabled parking with clearly identifiable and accessible paths to the station.
- Information on the platform confirming that the customer is at the right location for the train is available.
- The platform does not display track numbers clearly in multiple locations.
- There is no signage and information on the activities and amenities near the station and points of interest and how to get there.
- At the exit from parking, there are no directional signs to the nearest numbered highway or major thoroughfare.



Amenities

- There is an easily visible clock with accurate time; however, it is recommended the clock be on both sides of the entrance.
- Platforms and walkways are well lit.
- The station is in a safe and secure area.

Accessibility

- The station has access to free parking and with an easily identifiable area.
- The station has bike racks and bike lockers in a safe and secure area.
- There is no TVM that identifies the next train by number and/or destination and when it will arrive for commuter.
- TVMs are not visible from walkway and platform.
- Announcements are not made.
- Wheelchair ramps are easy to find and contains adequate accessibility signage.
- Disabled access to platform is available.

Comments and Recommended Improvements

- The station is a park and ride commuter station.
- Exit signs with arrows are needed in parking lot.

- The station does not have a station agent.
- Parking remains confusing because there seems to be more parking adjacent to the station it is not clear whether it is part of the station or not.
- More directions towards parking are needed.
- Bicycle parking should be put together as they are spread everywhere.
- Clock is only visible from one side when entering parking area.
- Disability ramps are not found to be very time efficient.
- TVMs are not visible from the east side of the platform.
- North and south signage is needed to confirm destination.
- There is no next train information in the station.
- There is no drop off and pick-up areas.
- Because of station's location, it would be a good idea to have a map with places of interest and a 'you are here.'
- Street access to platform (flow) is interrupted by ADA ramp, forcing passengers to get too close to tracks.

Solana Beach Station

Score [5]

Transportation Connections

- Pacific Surfliner, COASTER, bus transit, public shuttles, taxis

Signage

- Pathfinder signage is not visible in size.
- Signage posts with northbound and southbound information need to be moved closer to the platform to avoid confusion.
- There is clear signage for pick-up and drop-off areas.
- There is a clear pathway guiding customers from the parking lot to the station building and TVMs.
- There is disabled parking with clearly identifiable and accessible paths to the station.
- There are double sided signage directing passengers to TVMs (i.e., 'this way to tickets').
- The platform clearly displays track letter identification in multiple locations.
- There are multiple station name signs along the platform to confirm desired destination upon arrival.
- Once on the platform there are clear exit signs to the station office and waiting area except parking and pick-up and drop-off locations.
- The station contains signage information on the activities and amenities near the station and points of interest and how to get there (Close proximity to the Visitors Center).
- Letter 'E' display track signage is missing from platform.



Amenities

- There is an easily visible clock with accurate time inside the building on both exits and outside of the building in both directions of the station.
- Platform, walkways and to the station agent are well lit.
- COASTER digital message signage contained wrong time.

Access

- The station has free access to free parking with easily identified parking.
- The station does not note how long you can park your vehicle.
- Bike racks and bike lockers are available; however, bicycle parking is hidden behind an electricity box.
- The station does not display minutes until arrival of the next train only when the next train arrives and destination.
- Amtrak's TVMs identify the next train by number and/or destination and when it will arrive. Except COASTER TVMs.
- TVMs are visible and accessible from walkways and from parking access ways.
- There is a station agent only inside the building.
- Announcements cannot be heard from parking lot.
- Wheelchair ramps are easy to find with adequate accessibility signage.

- At the exit from parking there are no clear directional signs to the nearest numbered highway or major thoroughfare.
- 'Ticketing' signage is displayed over TVMs on both sides.

Comments and Recommended Improvements

- Platform is located in the 1st level and COASTER and Amtrak TVMs are located in the 2nd level of the station.
- The station is a clean spacious and well maintained environment with excellent signage.
- Connections between train to train switch is still missing.
- Train schedule could be placed inside the elevator.
- This station is considered to have the best signage in San Diego County.

Sorrento Valley Station

Score [3]

Transportation Connections

- COASTER and Transit Buses

Signage

- Consistent pathfinder signage and arrows are needed to the station.
- There is no signage directing passengers to TVMs from parking, walkways and platform.
- Track number information is not clearly displayed on platform.
- There is no signage and information on the activities and amenities near the station and points of interest and how to get there.



Amenities

- There is no visible clock with accurate time.
- Digital message signs are not working properly.
- Bus signage on pavement is worn down and needs to be repainted.
- Amtrak's 60-70 mph form wind gusts and there is no specific signage warning passengers from wind gusts.

Access

- No signage for pick-up and drop off areas.
- The station has a 'bus only lane.'
- The station has access to free parking.
- There is no clear pathway signage guiding customers from the parking lot to the station building platform and TVMs.
- The station is not located in a safe and secure area as it is isolated with no security agent available.
- Announcements are not made for COASTER.

Comments and Recommended Improvements

- Amtrak trains pass station without stopping in very high speeds.
- There is no bike racks available.
- A station agent is needed to make area safer.
- Due to the station layout it is not clear whether the bus only lane could be considered a drop off and pick up area.
- Amtrak's 60-70 mph wind gust
- Bus schedules information is outdated.
- Station office is empty with weathered down faded documents (white papers) taped down to the window.
- The station is a park and ride commuter station.

San Diego Old Town Station

Score [3]

Transportation Connections

- Pacific Surfliner, Amtrak Buses, SDMTS light rail (Blue and Green Line), public transit buses, shuttles (UCSD), taxis.

Signage

- No pathfinder signage from I-5 northbound only from I-8 eastbound and I-5 southbound.
- There is consistent pathfinder signage only in street approach.
- Signage is blocked by trees on Taylor Street and Congress Street.
- No information is available on Amtrak ticketing and its weekend only services.
- Trolley TVM contains a picture of COASTER train but does not sell COASTER tickets.
- There is no clear southbound and northbound signage with directional arrows this makes it difficult for passengers to know which track to stand on.
- There is clear visible signage from the local road thoroughfare with clear monumental signage.
- There is no clear signage for pick and drop-off areas as the station splits between east and west on the sides of the tracks.
- The station has access to free parking; however, there remains a problem with the station being full after 9 a.m.
- Parking areas are easily identifiable. Need more parking spaces.
- Automobile directions are only clear from the west side and not the east side.
- There is clear signage guiding customers from the parking lot to the station building.
- COASTER TVM confuses passengers as SDMTS TVMs look similar.
- There is no information on the platform for Amtrak and southbound COASTER confirming that the customer is at the right location for the train.
- There is no adequate accessibility signage for COASTER and Amtrak only SDMTS.
- There is signage and information on the activities and amenities near the station and points of interest and how to get there.
- There is clear directional signs to the nearest numbered highway.



Amenities

- Wooden shelters, canopies, fence and stair rails need to be replaced.
- Station furniture is weathered down and old.
- Light fixtures are dimmed and old this makes the station feel unsafe at night.
- Clock has the wrong time.
- Digital message signs don't work.
- There is no TVM that identifies the next train by number or destination and when it will arrive.

Access

- There are bike racks and bike lockers.
- The bicycle parking is only easy to find on the west side of the station and not east side of the station.
- Platforms are well lit.
- Ticket Vending Machines are placed in convenient locations; however, it is still unclear which TVM to use.
- Screen glare is an issue as it is difficult to view TVM screen.
- Announcements are not made for COASTER and Amtrak
- The station does not have clear kiss and ride areas for pick-up and drop-off locations.

Comments and Recommended Improvements

- No Amtrak TVM and weekend schedule information are available.
- Overall, SDMTS signage is overwhelming as there is too much repetitive signage everywhere and not enough signage for COASTER and Amtrak this makes the station signage confusing.
- Station layout (passenger barriers) Passengers can be dropped off or picked up immediately adjacent to the main entrance. Passengers can also be dropped off or picked up at on Congress Street road entrance where short-term waiting is available.
- The tunnel area feels very unsafe during the day and night time.
- The layout of the station is inherently complicated with 4 tracks and facilities on both sides of the tunnel.
- COASTER disability signage needs improvement.
- There is no reference to Amtrak services. The only sign available has Amtrak bus information from fall 2010 and a faded sign.
- More parking is needed.

San Diego Santa Fe Station

Score [3]

Transportation Connections

- COASTER, Amtrak buses, light rail, bus transit, public shuttle, taxis, and private tour buses (Five Star Tours).

Signage

- There is no pathfinder signage along roads leading to the station.
- There is consistent pathfinder signage to the station but only from Kettner Street. Pathfinder signage is not visible in size.
- There are no clear pathfinder directional arrows leading to/from the station.
- COASTER signage is too small except on boarding area.
- There is no clear signage for pick-up and drop off except for a green painted curb (15 minutes).
- Proper informative signage is needed as current signs are taped on wall on a piece of paper.
- Train logo signage is needed to inform tourist of train station and avoid confusion.
- COASTER does not have clear signage confirming that the customer is at the right location for the train. Amtrak and SDMTS both have clear signage confirming the customer is at the right location for the train.
- The platform display has track number clearly displayed in multiple locations, except north to south directions.
- More signage is needed confirming station name. There is no clear pick-up and drop-off areas this causes traffic.
- There is signage and information on the activities and amenities near the station, points of interests and information on how to get there.
- Waiting benches are well maintained.



Amenities

- The entrance is visible from the local road thoroughfare; however, it is not clear whether the station is a train station, museum or church.
- Shelters are weathered down
- The station contains a very small clock that is very difficult to see.
- The station has a station agent on the platform and ticket box window.
- Station has a station lobby with waiting area.
- Station has a security agent which makes passengers feel safe and secure walking around the station.

Access

- Quiktrak machines are not very easy to use more direction is needed on how to use them.
- The station does not have free parking. Private parking is available adjacent to the station which claim to say 'train parking.'

- There are bike racks and bike lockers available in a safe area. Bicycle parking is not easy to find and is hidden behind columns.
- TVM's are visible and accessible.
- There is no signage directing passengers to TVMs ('this way to tickets').
- Once a ticket has been purchase it is easy to find boarding platform area.
- Announcements are only made for Amtrak not COASTER.
- Wheelchair ramps are easy to find.
- There is no adequate accessibility signage for disable to platform for COASTER; the agent noted that information is only provided in booklets.

Comments and Recommended Improvements

- The station does not say it is a train station nor does it display train station logos.
- Overall, signage is unclear when departing station. It is unclear where to get picked up or what city you're in. Signage is needed for pick up-drop off areas, bicycle signage and where disable ramps are located. COASTER needs more train signage direction. A station map or directory is recommended in the main lobby area to inform passengers where to stand.
- Station has faded and bent signage possibly hit by buses.

Station Site Profiles: Riverside County

Pedley Station

Score [3]

Transportation Connections

- Metrolink and Public Transit

Signage

- There is consistent pathfinder signage with directional arrows along roads leading to the station.
- Signs are visible in size.
- Signs are blocked by trees and shrubs.
- Entrance signage is visible from the local road. However, the entrance, pick-up/drop-off location and parking lot signage is blocked by poles, bushes, trees and obstructions.
- There is clear signage for pick-up and drop-off location.
- There is clear pathway guiding customers from the parking lot to the station building. However, there is no clear signage guiding customers from the parking lot to TVMs.
- There is no signage directing passengers to TVMs (i.e., 'this way to tickets').
- Arriving track and platform information is not clearly displayed.
- There is no information on the platform confirming that the customer is at the right location for the train.
- Wheelchair ramps are easy to find. However, better signage directing passengers to platform ramps are needed.
- There are multiple station name signs along the platform confirming desired destination upon arrival.
- Once on the platform, there are no exit signs to parking, waiting area, from connecting trains and transit services (have to find kiosk). Pick-up and drop-off location exit signs are provided and curbs stripped accordingly.
- There is no signage and information on the activities and amenities near the station, points of interest, and how to get there.
- At the exit from parking, there are no clear directional signs to the nearest numbered highway.



Amenities

- There's an easily visible clock with accurate time.
- Digital message sign does not display minutes until arrival of the next train.
- The station is located in safe and secure environment.
- Lots of covered waiting areas.

Access

- The station has access to free parking. However, the station does not clearly display how long you can park (on station rules board only).
- Automobile directions are clear with easily identifiable parking lots.
- The station has disable parking with clearly identifiable and accessible paths to the station.

- The station does not have bike racks and bike lockers.
- TVMs are visible and accessible from walkways, parking access ways, and from platforms.
- There is no available station agent.
- Announcements are not made for arriving trains.
- There is disabled access to platforms.
- The platform display has track and platform numbers clearly displayed in multiple locations.

Comments and Recommended Improvements

- Need bigger 'Tickets' sign and a 'Pedley Station' sign at the front entrance.
- TVM's screen menu could be laid out better to match buttons.
- Once ticket is purchased, it is relatively easy to figure out how to get to your train (Small station, easy to figure out).
- Small station. Only one track used so it is easy to get around.
- Kiosks are easy to find.

Riverside Downtown

Score [3]

Transportation Connections

- Amtrak, Metrolink, RTA Bus Transit, Taxi Zones, Amtrak Thruway Bus.

Signage

- There is consistent pathfinder signage with directional arrows along roads leading to the station.
- Signs are visible in size.
- Signage entrance is visible from the local road.
- There is clear signage for pick-up and drop-off location.
- There is clear pathway guiding customers from the parking lot to the station building., however, there is no clear signage guiding customers from the parking lot to the station building and TVMs.
- There is no signage directing passengers to TVMs (i.e., 'this way to tickets').
- Arriving track and platform signage is not clearly displayed.
- There is clear information on the platform confirming that the customer is at the right location for the train.
- Wheelchair ramps are easy to find with adequate and accessible signage.
- The platform display has track and platform numbers clearly displayed in multiple locations.
- There are multiple station name signs along the platform to confirm desired destination upon arrival.
- Once on the platform, there are no exit signs to parking, waiting area, pick-up/drop-off location, from connecting trains, and transit services.
- At the exit from parking, there are no directional signs to the nearest numbered highway.



Amenities

- Platforms and walkways are well lit.
- There's an easily visible clock with accurate time.
- Digital message sign does not display minutes until arrival of the next train.
- The station is located in safe and secure environment.

Access

- The station has access to free parking with clearly identifiable lots.
- Automobile directions are clear.
- There is disabled parking with clearly identifiable accessible paths to the station.
- There are bike racks and bike lockers.
- Bicycle parking is easy to find and located in safe and secure environment.
- The station does not have an available agent.
- Announcements are made for only some arriving trains.
- There is disabled access to platforms.

Comments and Recommended Improvements

- The station does not have clear information on how long you can park.
- Once ticket is purchased, it is relatively difficult to figure out how to get to your train. There is no signage to operating platforms.
- There are no schedule booklets available.
- There are no schedules at TVMs to take or use.
- No signage leading to fairway/bridge to tracks 3 and 4.

Riverside La Sierra Station

Score [3]

Transportation Connections

- Metrolink, Bus Transit, Taxi Zones

Signage

- There consistent pathfinder signage with directional arrows along roads leading to the station.
- Signs are visible in size.
- Signage entrance is visible from the local road.
- There is clear signage for pick-up and drop-off location.
- There is clear pathway guiding customers from the parking lot to the station building and TVMs.
- There is no signage directing passengers to TVMs (i.e., 'this way to tickets')
- Arriving track and platform information is clearly displayed.
- There is information on the platform confirming that the customer is at the right location for the train.
- The platform display has track and platform numbers clearly displayed in multiple locations.
- There are multiple station name signs along the platform to confirm desired destination upon arrival.
- Once on the platform, there are no exit signs to parking, waiting area, pick-up/drop-off location, from connecting trains and transit services.
- There is no signage and information on the activities and amenities near the station, points of interest, and how to get there.
- At the exit from parking, there are no directional signs to the nearest numbered highway.



Amenities

- There's an easily visible clock with accurate time.
- Digital message sign does not display minutes until arrival of the next train.
- The station feels safe and secure.

Access

- The station has access to free parking.
- Parking areas are easily identifiable with visible lots.
- Automobile directions are clear.
- The station does not have information on how long you can park only on main rules at station. Have to park to read it.
- There is disabled parking with clearly identifiable paths to the station.
- There are bike racks and bike lockers.
- Bicycle parking is easy to find and located in safe and secure area.
- TVMs are visible and accessible from walkways, from parking access ways and from platforms.
- The station has an available agent.

- Announcements are not made for arriving trains.
- Wheelchair ramps are easy to find and have accessible signage.
- There is disabled access to platforms.

Recommended Improvements

- Once ticket is purchased, it is relatively easy to figure out how to get to your train.

North Main Corona

Score [3]

Transportation Connections

- Metrolink (IEOC and 91 Lines), Bus Transit, Taxi Zones

Signage

- There is consistent pathfinder signage with directional arrows along roads leading to the station. However, signage is needed from freeway exit.
- Signs are visible in size.
- Signs are blocked by trees.
- Signage entrance is visible from the local road.
- There is no clear signage for pick-up and drop-off location.
- There is clear pathway guiding customers from the parking lot to the station building and TVMs.
- TVMs are visible and accessible from walkways, from parking access ways, and from platforms.
- There is no signage directing passengers to TVMs (i.e., 'this way to tickets').
- Arriving track and platform information is clearly displayed.
- There is information on the platform confirming that the customer is at the right location for the train.
- The platform display has track and platform numbers clearly displayed in multiple locations.
- There are multiple station name signs along the platform to confirm desired destination upon arrival.
- Once on the platform, there are no exit signs to parking, waiting area, pick-up/drop-off location, from connecting trains and transit services.
- There is no signage and information on the activities and amenities near the station, points of interest, and how to get there.
- At the exit from parking, there are no directional signs to the nearest numbered highway.



Amenities

- There is an easily visible clock with accurate time.
- The station feels safe and secure.
- Digital message sign does not display minutes until arrival of the next train.

Access

- The station has access to free parking with easily indefinable lots.
- Automobile directions are clear.
- The station does not have information on how long you can park only on main rules at station.
- There is disabled parking with clearly identifiable accessible paths to the station.
- The station has bike racks and bike lockers.
- Bicycle parking is easy to find and is located in safe and secure area.
- The station has an available agent.

- Announcements are not made for arriving trains.
- Wheelchair ramps are easy to find. However, better signage is needed.
- There is disabled access to platforms.
- Consist of two side platforms serving two tracks.

Recommended Improvements

- Once ticket is purchased it takes a relatively long time to get to the boarding area this is because the track is on the other side and passengers have to take an elevator and walk through a bridge. More signage and pathway is needed to inform passengers of the elevator. The elevator door has indefinable markers which is informative.

West Corona Station

Score [3]

Transportation Connections

- Metrolink (IEOC and 91 Lines), Bus Transit, Taxi Zones



Signage

- There is consistent pathfinder signage with directional arrows along roads leading to the station.
- Signs are visible in size.
- Signage entrance is visible from the local road.
- There is clear signage for pick-up and drop-off location.
- There is clear pathway guiding customers from the parking lot to the station building and TVMs.
- There is no signage directing passengers to TVMs (i.e., 'this way to tickets').
- Arriving track and platform information is clearly displayed.
- There is information on the platform confirming that the customer is at the right location for the train.
- The platform display has track and platform numbers clearly displayed in multiple locations.
- There are multiple station name signs along the platform confirming desired destination upon arrival.
- Once on the platform, there are clear exit signs to parking, waiting area, pick-up/drop-off location, from connecting trains and transit services.
- There is no clear signage and information on the activities and amenities near the station, points of interest and how to get there.
- At the exit from parking, there are no directional signs to the nearest numbered highway.

Amenities

- There is an easily visible clock with accurate time.
- Digital message signs does not display minutes until arrival of the next train.
- The station feels safe and secure.

Accessibility

- The station has access to free parking with easily indefinable lots.
- There are clear automobile directions to the station.
- There is disabled parking with clearly identifiable and accessible paths to the station.
- The station does not have information on how long you can park only on main rules at station.
- There are no bike racks and bike lockers.
- TVMs are visible and accessible from walkways, from parking access ways and from platforms.
- The station has an available agent.
- Announcements are not made for arriving trains.

- Wheelchair ramps are easy to find. However, better signage is needed throughout the station.
- There is disabled access to platforms.

Comments and Recommended Improvements

- Once purchased ticket it is relatively simple to figure out how to get to your train.
- All trains are listed on kiosk.

Examples of Station Information Needing Improvement

Faded Signage



Old Town Station



Oxnard Station



Carlsbad Poinsettia Station



Downtown Burbank Station



San Clemente Pier Station



Santa Fe Station



Solana Beach Station



Burbank Bob Hope Airport Station

Obstructed Signage



Anaheim Station



Glendale Station



Anaheim Station



Simi Valley Station



Guadalupe Station



Carlsbad Village Station

Deficient Maintenance



Oxnard Station



Northridge Station



Santa Fe Station



Sorrento Valley Station



Van Nuys Station



Moorpark Station



Lompoc Station

Deficient Maintenance Cont.



Burbank Bob Hope Airport Station / Carlsbad Village Station



Moorpark



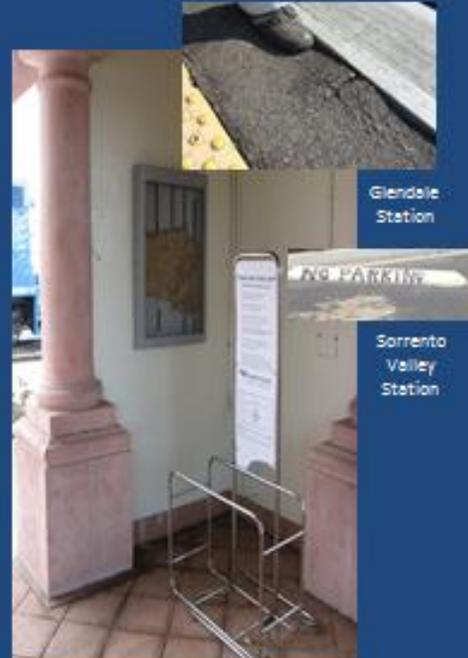
Glendale Station



Santa Barbara Station



Ventura Station



Guadalupe Station

Sorrento Valley Station

Outdated Information



Simi Valley Station



Sorrento Valley Station



Carlsbad Poinsettia Station



Carlsbad Village Station



Carlsbad Poinsettia Station



Sorrento Valley Station

Contradictory Information



Oceanside Station



Old Town Station



Oceanside Station

Needed Amenities



Camarillo Station



Lompoc-Surf Station



Old Town Station

Examples of Good Station Information

Parking Signage



Burbank Bob Hope Airport Station



Union Station



San Clemente North Beach Station



Downtown Burbank Station



Fullerton Station



Burbank Bob Hope Airport Station



Riverside-La Sierra Station

Good Signage



Solana Beach Station



Northridge Station



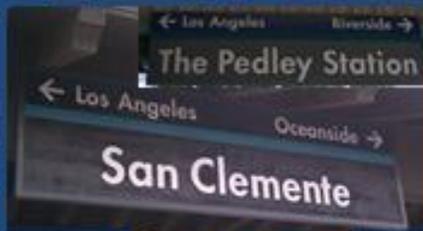
Carlsbad Poinsettia Station



Glendale Station



Oceanside Station



The Pedley Station



Solana Beach Station

Santa Fe Station



Old Town Station



Carlsbad Village Station



Old Town Station



Fullerton Station



Carlsbad Poinsettia Station

Passenger Information



Access to TVM's and Platform Signage



Conclusion

The general conditions of station information vary throughout the LOSSAN Corridor. In some cases station information varied at joint stations between rail operators where the commuter rail information is relevant and accurate while the Amtrak information is missing or outdated. Extra attention should be spent when considering signage improvements at joint stations to ensure that all rail services have coordinated signage to truly improve the passenger experience.

The stations with the best station information include Santa Barbara, Buena Park, Santa Ana and Solana Beach. However, many stations have fallen into some level of disrepair requiring additional attention from their operators. In addition to inadequate signage, some issues common to many stations include peeling paint, weathered metal surfaces, outdated or missing amenities, graffiti, litter, poor lighting, worn platforms, uneven sidewalks, missing north and south directional signage with destinations, ticketing signage over TVMs, announcements, non-working digital message signs, outdated bus schedule information, missing information on the points of interest and amenities, TVM glare, weathered down seating areas, and old platform light fixtures. The station that needs the most attention is Commerce. Table 1 shows each station's overall score by county and station ownership.

Table 1: Station Overall Score by County

Station	County	Score	Station Ownership
San Luis Obispo	San Luis Obispo	4	Union Pacific
Grover Beach	San Luis Obispo	3	Union Pacific (owns platform) City of Grover Beach (owns parking)
Guadalupe-Santa Maria	Santa Barbara	4	Union Pacific
Lompoc-Surf	Santa Barbara	4	Union Pacific
Goleta	Santa Barbara	4	Amtrak (owns platform and station facility) City of Goleta (owns parking)
Santa Barbara	Santa Barbara	5	Union Pacific (owns platform)/ Redevelopment Agency of the City of Santa Barbara (own parking and station facility)
Carpinteria	Santa Barbara	4	Union Pacific (owns platform)/ City of Carpinteria owns the parking and the station facility.
Ventura	Ventura	3	Union Pacific (owns platform)/ City of Ventura (owns parking and station facility_
East Ventura	Ventura	3	City of Ventura
Oxnard	Ventura	4	City of Oxnard
Camarillo	Ventura	3	City of Camarillo
Moorpark	Ventura	3	City of Moorpark
Simi Valley	Ventura	3	City of Simi Valley
Chatsworth	Los Angeles	3	City of Los Angeles
Northridge	Los Angeles	3	City of Los Angeles
Van Nuys	Los Angeles	4	City of Los Angeles
Burbank Bob Hope Airport	Los Angeles	3	City of Burbank
Downtown Burbank	Los Angeles	3	City of Burbank
Glendale	Los Angeles	4	City of Glendale
L.A. Union Station	Los Angeles	3	LACMTA
Commerce	Los Angeles	2	City of Commerce
Norwalk-Santa Fe Springs	Los Angeles	4	City of Norwalk/City of Santa Fe Springs
Buena Park	Orange	5	City of Buena Park
Fullerton	Orange	4	City of Fullerton
Anaheim	Orange	4	City of Anaheim
Orange	Orange	4	City of Orange
Santa Ana	Orange	5	City of Santa Ana
Tustin	Orange	4	City of Tustin
Irvine	Orange	4	City of Irvine
Laguna Niguel-Mission Viejo	Orange	4	City of Laguna Niguel/City of Mission Viejo
San Juan Capistrano	Orange	4	City of San Juan Capistrano
San Clemente North Beach	Orange	3	City of San Clemente
San Clemente Pier	Orange	3	City of San Clemente
Oceanside	San Diego	3	NCTD
Carlsbad Village	San Diego	4	NCTD
Carlsbad Poinsettia	San Diego	4	NCTD
Encinitas	San Diego	3	NCTD
Solana Beach	San Diego	5	NCTD
Sorrento Valley	San Diego	3	NCTD
San Diego-Old Town	San Diego	3	CA State Parks/MTS
San Diego- Santa Fe	San Diego	3	CCDC
Pedley	Riverside	3	RCTC
Riverside Downtown	Riverside	3	RCTC
Riverside-La Sierra	Riverside	3	RCTC
North Main Corona	Riverside	3	RCTC
West Corona	Riverside	3	RCTC

Appendix A: LOSSAN Station Information Team Checklist

LOSSAN CORRIDORWIDE INFORMATION ASSESSMENT

2011



6) Amtrak
Thruway Bus*



12) Information*



19) Buses*



20) Taxis*



21) Buses
and Taxis*



22) Trains*



26) Telephone(s)*



34) Women*



35) Men*



36) Restroom(s)*





August 22, 2011

To: LOSSAN Technical Advisory Committee Members
From: Gabriela Fernandez, SANDAG Staff, (619) 595-5642
Subject: LOSSAN Station Information Team Checklist

MEMBER AGENCIES

- California Department of Transportation
- Los Angeles County Metropolitan Transportation Authority
- North San Diego County Transit District
- Orange County Transportation Authority
- San Diego Association of Governments
- San Diego Metropolitan Transit System
- San Luis Obispo Council of Governments
- Santa Barbara County Association of Governments
- Ventura County Transportation Commission

EX-OFFICIO MEMBERS

- Amtrak
- California High-Speed Rail Authority
- Southern California Association of Governments

ADDITIONAL TECHNICAL ADVISORY COMMITTEE MEMBERS

- BNSF Railway
- California Public Utilities Commission
- Southern California Regional Rail Authority
- Union Pacific

STAFFED BY:

SANDAG
401 B Street, Suite 800
San Diego, CA 92101
Phone: (619) 699-1900
Fax: (619) 699-1905
www.lossan.org

At their June 22, 2011, meeting, the LOSSAN Board directed staff to establish a joint customer-focus Team, with representation by Amtrak, COASTER, and Metrolink, to visit each joint rail station in the LOSSAN Corridor, identify customer information areas that need improvement. This information would then be used to determine needed improvements and identify the entity that can best implement the improvement most expeditiously and cost effectively.

You as the Team Staff Lead should find at least 2 volunteers, it is desired that one of the staff members represent Amtrak, Metrolink, or COASTER.

In addition, at least 1 of the volunteers should be unfamiliar with the station and riding the train. The Staff Lead will schedule this group to visit each station and complete this checklist.

Project Schedule

Please note that it is very important to have all necessary data by September 30, 2011, in order to complete the final report. Once all of the data is collected it will be compiled into a report to the Technical Advisory Committee and Board of Directors.

Schedule	Date
Email Distribution- Team Instructions	August 22, 2011
All surveys packets completed and sent back to Gabriela Fernandez	September 30, 2011
Draft Final Report will be Completed	November 18, 2011
Presented to the Technical Advisory Committee	December 1, 2011
Presented to the LOSSAN Rail Corridor Agency Joint Powers Board	December 14, 2011

Needed Materials (It is recommended that staff leads have the following materials)

- Instructions
- Checklist Packet
- Time-watch
- Clipboards
- Pencils
- Camera
- Water

Team Instructions

1. The Team will be made up of 3-4 team members:
 - 2 staff members that are familiar with the station (Note: one staff member should represent Amtrak, COASTER or Metrolink).
 - 1-2 volunteers that are not familiar with the station.
2. Staff Leads:
 - a. Complete the List of Participants Table. One staff member should be responsible for completing the form (one form per station).
 - b. Complete Section A of the checklist based on your trip to the station.
 - c. Record the time it takes the volunteers to both purchase a ticket and find the boarding area. It should be noted that volunteers cannot ask for any additional help from Staff. If at shared station, asks 1 volunteer to purchase Amtrak ticket for next train and 1 volunteer to purchase commuter ticket for next train.
3. Team should then answer all survey questions as a group in the order that was given to them to avoid confusion.
4. Please send/email completed Team Packet Forms to:

Gabriela Fernandez at gfe@sandag.org or SANDAG, 401 B Street, Suite 800 San Diego, CA 92101 by September 30, 2011, or fax to (619) 699-1905.

If you have any questions, please email or call at (619) 595-5642.

Thank you.



LOSSAN

Los Angeles - San Diego - San Luis Obispo
Rail Corridor Agency

LOSSAN Station Information TEAM Checklist- List of Participants

Staff Members	Agency	Gender		Age Group (Check one)						Contact Phone	Email
		M	F	18-24	25-34	35-44	45-54	55-64	65 +		
1.											
2.											
3. <i>(Optional)</i>											
4. <i>(Optional)</i>											

Volunteers	Gender		Age Group (Check one)						Which category best describes your knowledge of public transit. (Check one)				Before arriving did you go to any websites for information?
	M	F	18-24	25-34	35-44	45-54	55-64	65 +	Transit Expert	Occasionally Rides Transit	Rarely Rides Transit	Has no experience with Transit	
1.													
2.													
3. <i>(Optional)</i>													
4. <i>(Optional)</i>													

blank



LOSSAN Station Information Team Checklist

Station: _____ County: _____

Date: _____ Arrival Time: _____ (a.m. /p.m.)

Weather Conditions: _____ Leaving Time: _____ (a.m. /p.m.)

A. Getting to the Station (Lead staff please complete the following questions)

Staff Lead Questions	Y/N	Comments
1. Is there pathfinder signage along roads leading to the station?		
2a. Is there consistent pathfinder signage to the station?		
2b. Are signs visible in size?		
2c. Are signs blocked by trees?		
2d. Shrubs?		
2e. Signal boxes?		
2f. And/or other obstructions impairing view?		
3. Is there clear pathfinder directional arrows?		

Comments:

B. Navigating 'the journey' Instructions

Each volunteer should be timed to:

1. Purchase Ticket (Starting Point will be based on Lead staff).
2. Walk to boarding area.
 - With no help from staff.
 - Staff must time each volunteer for each task.

Note: Record from time you arrive as a group through the point of purchase (don't purchase).

1. Purchasing Ticket Time (includes line waiting time)

(First Name)	Ticket Type		Time (minutes)		
	Amtrak	Commuter	Station Attendant	QuikTrak	Ticket Vending Machine (TVM)
1.					
2.					

Comments:

2. From Purchase to Boarding Area Time

(First Name)	From Attendant	From Quiktrak	From Ticket Vending Machine (TVM)
1.			
2.			

Comments:

Proceed as a group to complete the remaining checklist (one checklist per station).

3. Transportation Services at Station (circle or check all that apply):				
Pacific Surfliner	Metrolink	COASTER	Amtrak Buses	<input type="checkbox"/> SW Chief <input type="checkbox"/> Coast Starlight
<u>Local Transit:</u> <input type="checkbox"/> Light Rail <input type="checkbox"/> Bus <input type="checkbox"/> Public Shuttle <input type="checkbox"/> Other <hr/> <hr/>	<input type="checkbox"/> FlyAway Bus or <input type="checkbox"/> Greyhound	<input type="checkbox"/> Private Tour or <input type="checkbox"/> Shuttle Buses	Taxi Zones	Other <hr/> <hr/>

Note: Before answering questions make sure you are within a close proximity of parking area.

4. Departing Passengers: Parking/ Outside Station Building	Y/N	Comments
1. Signage at station: Is entrance (road or walkway) visible from the local road/thoroughfare?		
2a. Is there clear signage for pick-up?		
3b. Drop-off?		
4a. Does the station have access to free parking?		
4b. Are parking areas easily identified?		
5a. Are there any 'bus only' intersections?		
5b. Are auto directions clear?		
6a. If paid parking, is there signage that says where do you pay?		
6b. When to pay?		
6c. Payment Type?		
6d. How much does it cost?		
6e. Or how long can you park?		
7a. Is there a clear pathway or signage guiding customers from the parking lot to the station building?		
7b. And or Ticket Vending Machine (TVMs)?		
8. Is there disabled parking with clearly identified accessible paths to the station?		

4. Departing Passengers: Parking/ Outside Station Building	Y/N	Comments
9. Are there Bike Racks or Bike Lockers?		
10a. Is the bicycle parking easy to find?		
10b. In a safe/secure area?		

5. Departing Passengers: Inside Station/On Platform	Y/N	Comments
11a. Are the platforms well lit?		
11b. Are the walkways well lit to parking?		
11c. To the Station agent, etc.?		
12. Is there an easily visible clock with accurate time?		
13. Does it display 'minutes until arrival' of the next train?		
14a. Is there a Ticket Vending Machine that identifies the next train (by number and/or destination and when it will arrive:		
14b. For commuter trains?		
14c. For intercity trains?		
14d. For both?		
15a. Are Ticket Vending Machines visible and accessible?		
15b. From walkways?		

5. Departing Passengers: Inside Station/On Platform	Y/N	Comments
15c. From parking access ways?		
15d. From platforms?		
16. Is there signage directing passengers to Ticket Vending Machines (i.e., 'this way to tickets')?		
17a. Are the Ticket Vending Machines user-friendly?		
17b. Can you read the screen?		
18a. Is there a station agent?		
18b. Is there a line?		
19. If there is an arriving train shortly (say 10 minutes), is there a line at the ticket window?		
20a. Can the station agent sell the ticket you want to buy?		
20b. If no, then do the station agents direct you to a Ticket Vending Machine?		
21. Is there any guidance or assistance provided on how to use it?		
22. Once you have a ticket, can you easily figure out how to get to your train?		
23a. Are all trains listed?		
23b. Is arriving track/platform information clearly displayed?		
24. Is there any information on the platform confirming that the customer		

5. Departing Passengers: Inside Station/On Platform	Y/N	Comments
is at the right location for the train?		
25a. Are announcements made for all arriving trains?		
25b. Or only some trains?		
26a. Are wheelchair ramps easy to find?		
26b. Adequate accessibility signage?		
27. Is there disabled access to platforms?		
28. Does the platform display have a track or platform number clearly displayed in multiple locations?		

Note: Pretend you just arrived at the station on a train and are de-boarding on platform.

6. Arriving Passengers:	Y/N	Comments
29. Are there multiple 'station name signs' along the platform to confirm desired destination upon arrival?		
30a. Once on the platform, are there clear exit signs to: Parking?		
30b. Station office?		
30c. Waiting area?		

6. Arriving Passengers:	Y/N	Comments
30d. Pick-up/drop-off location?		
30e. To connecting trains, transit services?		
31. Are the platforms well lit?		
32. Are the walkways well lit to parking?		
33. Are walkways well lit to Station agent, etc.?		
34. Do you feel safe and secure walking around the station?		
35a. For pedestrians, is there signage/information on the activities/amenities near the station?		
35b. Or points of interest		
35c. And how to get there?		
36. At the exit from parking, are there directional signs to the nearest numbered highway or named major thoroughfare?		

- 8. Sketch the basic layout of the station** (show bus bays, rail platforms, tracks (one or more), parking areas, locations of ticket vending machines (TVMs), *Amtrak* office, information displays/kiosks, major roads, and other relevant features). **Photographs of customer signage** also should be attached.

