



# VA Medical Center Station Mobility Hub

The VA Medical Center Trolley Station is east of the VA Medical Center, west of I-5, and south of Gilman Drive. The station connects veterans from all over the region to essential health care services including surgical, mental health, and rehabilitation. The station also enables employees to better access the facility via transit.

## What do riders need?



**HEALTH CARE PROFESSIONAL**  
 I work irregular hours at other nearby healthcare facilities and need different ways to reach the station based on the time of day. I'd also like to consolidate some of my errands due to my busy schedule, if possible. *#flexibility*

**PATIENT**  
 I have frequent appointments with various doctors. I use a walker so I need ADA-compliant travel paths from the station to the VA Medical Center. I also need help finding each medical office. *#wayfinding*



## How can a mobility hub help?

The VA Medical Center Mobility Hub is more than just a transit station. It's a place where people can make seamless connections between public transit and other travel options using an integrated suite of services, amenities, and technologies. Leveraging both empirical analysis and community outreach, the mobility hub was designed to provide options for residents, employees, and visitors to travel from home to work and a wide variety of destinations in between.



Carshare



Smart Parking



ADA Compliant Walkways



Shuttle



Secure Bike Parking



Transit Call Button

Photos courtesy of SANDAG and Zipcar

## ENHANCING ACCESS

The VA Medical Center Mobility Hub identifies a variety of services and amenities within a 5 minute walk, bike, or drive. Some strategies may be concentrated within a short walk or bike to transit, while others may leverage motorized shared services to reach their desired destination:

**TRANSIT AMENITIES**  
 Located in the immediate transit station area to help riders plan trips and make connections while waiting in a safe and comfortable place

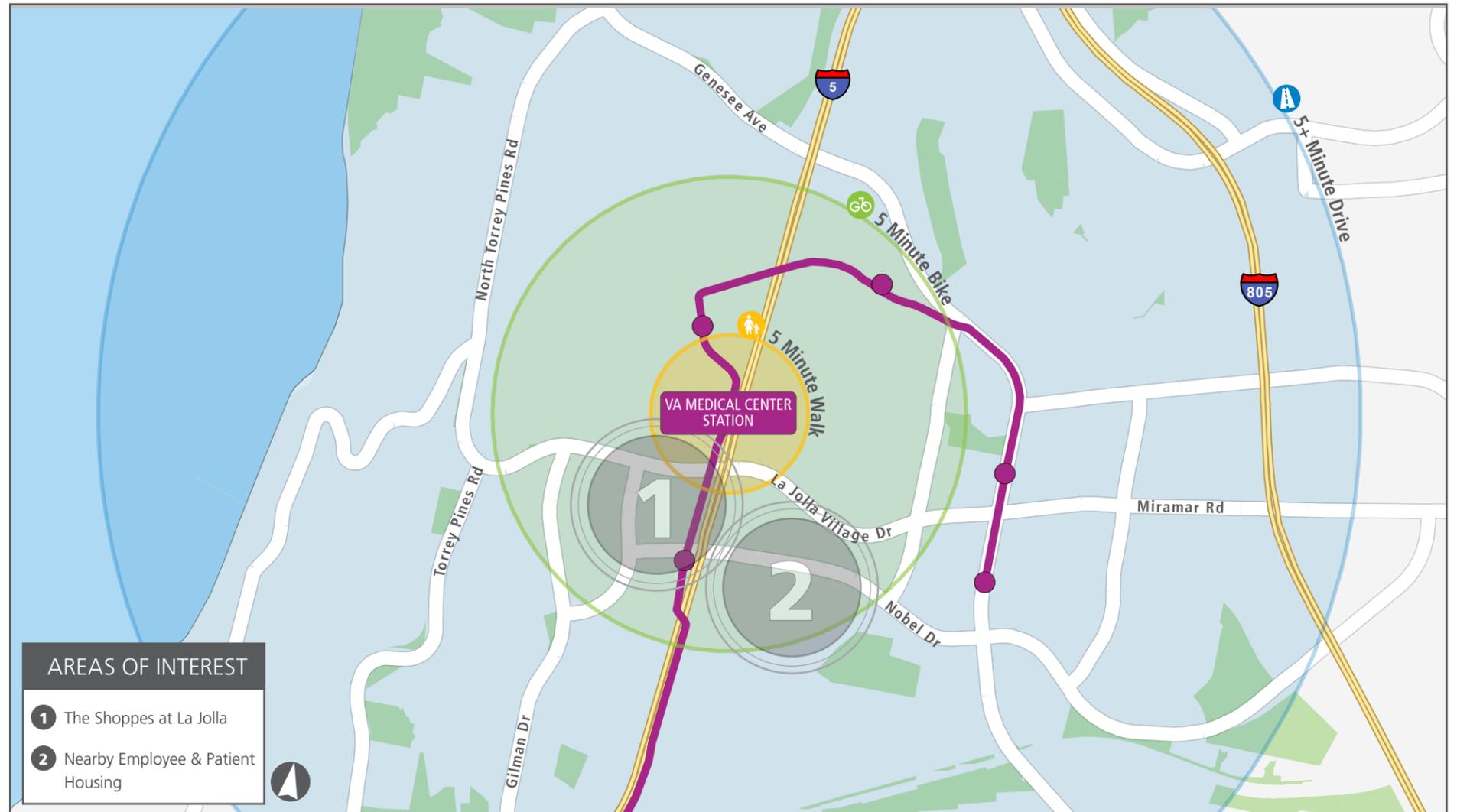
**PEDESTRIAN AMENITIES**  
 Located within a 5 minute walk from the station and may include safe and convenient walkways and crossings

**MICROMOBILITY SERVICES & AMENITIES**  
 Located within a 5 minute bike or scooter from the station and may include safe travel paths, secure parking, and geofenced designated drop zones for micromobility vehicles

**MOTORIZED SERVICES & AMENITIES**  
 Located within a 5 minute drive from the station and may include on-demand, pooled services and infrastructure improvements to support their efficient operation

**SUPPORT SERVICES & AMENITIES**  
 Located throughout the mobility hub including multimodal wayfinding, mobile retail services, and integrated trip planning and payment options

Proposed mobility hub strategies are listed below. Each icon's colored outline corresponds to one of the five mobility hub access categories above. All icons are interactive - click to learn more about a strategy using the *Mobility Hub Features Catalog*.



**Enhancing the Travel Experience - Below are proposed strategies within walking, biking, or driving distance of the station that can extend travel to the areas of interest, above; potential locations are identified with:** STATION #

**ENHANCED TRANSIT WAITING AREAS** STATION 1  
 Provide a two-way communication device at the Trolley station with VA Medical Center front desk to support transit users that may need assistance between the hospital and Trolley station.

**ENHANCED TRANSIT WAITING AREAS** STATION 1  
 Provide USB charging ports and free WiFi at Trolley station and adjacent bus stops to make it easier to request shared mobility services via mobile device.

**PASSENGER LOADING ZONES** STATION 1 2  
 Designate areas within the VA Medical Center property for passengers to be safely and conveniently dropped off/picked up by on-demand rideshare services.

**REAL-TIME TRAVEL INFORMATION** STATION 1 2  
 Provide real-time travel information for transit and shared mobility options via interactive trip planning kiosks sited near the station and throughout the VA Medical Center campus.

**WALKWAYS** STATION 1 2  
 Provide a shared-use path with lighting, wide walkways, and emergency call buttons for pedestrians and bicyclists along the east side of the VA campus and along the Gilman Drive Bridge.

**CROSSINGS** STATION 1  
 Provide high visibility crosswalks and curb extensions along Villa La Jolla Dr and the entrance of the VA campus to improve pedestrian comfort for all users regardless of age and ability.

**BIKEWAYS** STATION 1  
 Implement low stress and visible bikeways along La Jolla Village Dr and Gilman Dr to improve safety for employees, staff, and patients riding bikes and scooters to the VA Medical Center.

**MICROMOBILITY SERVICES** STATION 1  
 Place dockless bikes and scooters at geofenced designated drop zones around the VA campus to increase access between commercial centers and the VA campus for staff and patients.

**MICROMOBILITY PARKING** STATION 1 2  
 Provide secure parking options, bike repair tools, and charging stations for personal bikes, scooters, and other rideables at the Trolley station.

**TRANSIT SIGNAL PRIORITY** STATION 1 2  
 Offer transit signal priority (TSP) for local buses at intersections along Villa La Jolla Dr, Gilman Dr, and La Jolla Village Dr during peak periods to allow timely transfers to Trolley service.

**CARSHARE** STATION 1 2  
 Designate parking for carshare vehicles that may be used by employees or patients for short neighborhood trips or repurposed to carpool/vanpool vehicles during commute periods.

**ON-DEMAND RIDESHARE** STATION 1 2  
 Allocate curb space and install clear signage for pooled ridehailing services at the VA Medical Center to pick up/drop off employees, patients, and visitors safely and efficiently.

**MICROTRANSIT** STATION 1 2  
 Expand existing shuttle services to the COASTER with on-demand microtransit services and dedicated transit lanes for pooled services on La Jolla Village Dr and I-5 (if feasible).

**ELECTRIC VEHICLE CHARGING** STATION 1 2  
 Install EV "fast charging" stations within VA Medical Center to support on-demand rideshare services that expand the distance healthcare employees, residents, and patients can travel.

**SMART PARKING** STATION 1 2  
 Implement smart parking solutions at the VA Medical Center by providing real-time availability, space reservations, carpool/vanpool priority, and ADA parking sensors.

**WAYFINDING** STATION 1 2  
 Provide interactive wayfinding signage at key locations such as the VA Medical Center, UC San Diego School of Medicine, and nearby retail centers to guide people to/from the station.

## SO WHAT COMES NEXT?

The recommended mobility hub features for the VA Medical Center Station could be incorporated into planning efforts such as the University Community Plan Update and UC San Diego Master Plan. However, the features should adapt to new trends.

Successful implementation of the VA Medical Center Station Mobility Hub will require close collaboration among SANDAG, the City of San Diego, Caltrans, MTS, NCTD, UC San Diego, U.S. Department of Veterans Affairs, the private sector (developers, property managers, employers, mobility & technology providers), and other community stakeholders. To make the mobility hub a reality, the following four implementation actions may be considered early on:



### Adopt policies that enable mobility hub feature implementation

- Integrate recommended walkways, improved crossings, buffered bikeways, and dedicated lanes for pooled mobility options within the community plan update, capital improvement plans, and service operation changes. Ensure paths of travel and ramps are accessible, ADA compliant, slip-resistant, and well-lit. *(City of San Diego, MTS, SANDAG, VA Medical Center, UC San Diego)*
- Review and update parking policy at the VA Medical Center and UC San Diego campus to encourage and integrate dedicated carshare spaces, EV charging stations, carpool/vanpool spaces, and smart parking. *(UC San Diego, VA Medical Center, SANDAG)*
- Revise policies to remove barriers to a universal transportation account so travelers can find, book, and pay for all mobility needs using one platform. *(Mobility & Technology Providers, UC San Diego, MTS, NCTD, SANDAG, City of San Diego)*



### Allocate flexible space for mobility hub features

- Allocate space for mobility hub features to be implemented - continuous, unobstructed paths of travel to the Trolley station for pedestrians, clear wayfinding signage with a push-button audible option, and passenger loading zones that can accommodate vehicles with boarding devices such as a lift or ramp. *(SANDAG, MTS, Mobility & Technology Providers, VA Campus, UC San Diego, Property Managers)*
- Plan for a network of “fast charging” points throughout the mobility hub for electric rideshare and microtransit services. Wireless charging for driverless vehicles to also be considered. *(SANDAG, MTS, City of San Diego, Mobility & Technology Providers)*



### Partner to fund, pilot, & sustain mobility hub features

- Allocate curb space during peak periods within the VA Medical Center and nearby residential complexes to facilitate pick up/drop off for on-demand rideshare and shuttle services with a boarding device. *(Developers, Property Owners, City of San Diego, MTS, SANDAG, UC San Diego, VA Medical Center, Mobility & Technology Providers)*
- Collaborate to implement easy to follow dynamic wayfinding signage that help patients of all abilities find their way between the station and nearby destinations such as the VA Medical Center. *(Mobility & Technology Providers, Employers, VA Medical Center, UC San Diego, City of San Diego, MTS, SANDAG)*
- Purchase and site interactive kiosks with ADA-friendly features that help patients and employees obtain the transit schedule and plan their trip with the available mobility services. Private sector may sponsor kiosks in exchange for complimentary marketing. *(Employers, UC San Diego, VA Medical Center, MTS, SANDAG, Mobility & Technology Providers)*



### Monitor progress & performance metrics to refine strategies

- Assess performance of micromobility and on-demand shuttle ridership to adjust service model, vehicle supply, and subsidy levels. *(Employers, Mobility & Technology Providers, SANDAG, MTS, City of San Diego, UC San Diego)*
- Develop and implement open data sharing agreements and policies to collect and assess data from two-way communication devices and use of ADA walkways between the Trolley station and VA Medical Center to better assess ridership needs and travel preferences. *(SANDAG, Mobility & Technology Providers, MTS, VA Medical Center)*