



Regional Mobility Hubs

CHALLENGE & OPPORTUNITY

Linking People, Places, and Mobility Options

With transportation services and infrastructure evolving rapidly, mobility hubs present an opportunity to flexibly design and integrate a variety of sustainable transportation options to enhance connectivity across the region. Unprecedented growth, affordability challenges, the climate crisis, and changing travel behaviors resulting from the pandemic show the need to prioritize low emission transportation options that support resiliency, choice, and embrace future changes in technology.

The Metropolitan Transportation Commission (MTC) sees an opportunity to seamlessly integrate public and private mobility services in a way that enhances customer experience and travel resiliency. Expanding on initial direction in MTC’s Transit Connectivity Report (2005), this project will create guidance and hub typologies and identify a set of regionally significant mobility hubs for a pilot program. By providing hub design guidance for anyone to use, we will establish a blueprint for successful mobility hub development and will invest in pilot implementation.

ABOUT

What is a Mobility Hub?

Serving as a community anchor, a mobility hub is a welcoming environment that enables travelers of all backgrounds to access multiple transportation options and supportive amenities. Built on a backbone of frequent and high capacity transit, mobility hubs offer a safe, comfortable, convenient, and accessible space to seamlessly transfer across different travel modes. Mobility hubs are critical, not only to achieve per capita GHG reductions associated with Plan Bay Area, the region’s long-range transportation plan and Sustainable Communities Strategy, but also to increase the resiliency and redundancy of the transportation system emerging from the global COVID-19 pandemic.

Mobility Hubs Are the Intersection of Four Key Elements



SUSTAINABLE
ACCESS &
MOBILITY



PUBLIC
REALM



CUSTOMER
EXPERIENCE



INFORMATION

What Might a Mobility Hub Look Like?

When designed well, mobility hubs are tailored to the needs of the different people and communities they serve. Design features should be unique to each hub, calling upon the mobility and community needs of each specific hub location. A traveler might find the following features at any given mobility hub throughout the Bay Area. Each hub should be planned and invested in based on its unique context, needs, and the experience of its residents.



A Building Blocks Approach

The Bay Area is home to thousands of mobility hubs ranging in complexity from the Transbay Terminal to the San Rafael Transit Center to the Curtola park-and-ride in Vallejo. The common thread is the need to continually improve the experience, concentrate connections, make travel information accurate and available, and strengthen community ties to transit spaces.

Flexible in their design, mobility hubs will integrate plug-and-play elements that nimbly accommodate change.

EXAMPLE KIT OF PARTS

S Sustainable Access & Mobility

- S1 Transit shelter and waiting areas
- S2 Long- and short-term secure bike parking
- S3 Bike stations with end-of-trip facilities (e.g., lockers, changing rooms, fix-it stations, etc.)
- S4 Clear connections to bike and pedestrian networks
- S5 Micromobility stations and drop zones for shared bikes, scooters, mopeds and other small vehicles
- S6 Dedicated car share parking
- S7 Loading zones for ridehail, shuttles, microtransit, and urban freight
- S8 Charging infrastructure for shared vehicles and micromobility
- S9 Digital policy and geofences (exclusion zones, slow zones, forced drop off, etc.)
- S10 Common carrier package pick up and other efficient delivery services

P Public Realm

- P1 Permanent and mobile vending/retail space
- P2 Culturally-relevant programming
- P3 Community-driven design elements/tactical urbanism
- P4 Street furniture
- P5 Pedestrian-scale lighting
- P6 Green space

C Customer Experience

- C1 Off-board payment for transit
- C2 Plan, book, and pay technology with Clipper integration
- C3 Place programming
- C4 Digital screens for booking and trip planning

I Information

- I1 Real-time travel information
- I2 Hub area maps, amenity information, and bulletins
- I3 Digital and physical wayfinding
- I4 Monitoring systems to measure mobility and public life metrics

OBJECTIVES

What Does MTC Seek to Achieve?

We will partner with cities, transit agencies, and other stakeholders to establish consensus on how to build mobility hubs. By developing implementation guidelines and investing in mobility hubs consistently, we seek to achieve the following objectives:



Coordinated Mobility

Establish regionally consistent and community-oriented mobility hubs with contextually appropriate options, centered on convenient and affordable first- and last-mile access to frequent and high-capacity transit.



Exceptional Experience

Create inclusive public spaces and support a high-quality customer experience with amenities and integrated wayfinding, travel information, and payment options.



Climate Action

Reduce greenhouse gas (GHG) emissions by converting low-occupancy, unsustainable vehicle trips to sustainable modes such as transit, shared mobility, biking, and walking.



Value

Leverage development and mobility partnership opportunities, while targeting implementation-ready sites first and demonstrating lessons learned.



Equitable Mobility

Achieve equitable outcomes through low-cost, needs-based mobility and anti-displacement measures.



Safety

Create a safe environment at mobility hubs, incorporating local and regional Vision Zero policies and improvements within mobility hub areas.

What is MTC's Role?

Building out and communicating a set of regionally significant and consistent mobility hubs requires a clear strategy. We aim to identify hub locations and planning considerations for different hub types, establish design and implementation guidance, and set up implementation partners for success.

Our role in the creation of mobility hubs consists of:

CONSISTENCY

Ensure consistent components across the regional hubs.

GUIDANCE

Provide technical assistance to local jurisdictions and transit agencies on how to design, implement, and manage mobility hubs.

FUNDING

Oversee implementation of mobility hub pilot projects.

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