

San Bruno / South San Francisco

Community-Based Transportation Plan
January 2012

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South San Francisco/San Bruno
Community-Based Transportation Plan

DRAFT
Existing Conditions Report

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Introduction

The South San Francisco/San Bruno Community-Based Transportation Plan will look at the transportation needs of the community and recommend steps to address these needs. The project is part of the Metropolitan Transportation Commission's (MTC) Community-Based Planning Program to look at transportation needs in low income communities. The Existing Conditions Report is the first step in the planning process, and provides information about the demographics and travel behavior of the residents, the transportation infrastructure and services, and related plans and programs of other agencies.

In accordance with MTC Guidelines, this Community-Based Transportation Plan (CBTP) is being conducted under the auspices of the San Mateo City/County Association of Governments (C/CAG), in its role as the Congestion Management Agency for the county. C/CAG has selected the San Mateo County Transit District (the District) to facilitate the planning process and provide technical assistance in developing the plan. Recommended transit service improvements will be forwarded to the District's Board of Directors for their consideration and subsequent incorporation into the SamTrans Short Range Transit Plan. The plan will also be forwarded to the C/CAG Board of Directors to support planning, funding and implementation efforts.

The planning process seeks the collaboration of community residents and stakeholders, the Cities of South San Francisco and San Bruno (the Cities), the San Mateo County Human Services Agency (HSA), C/CAG, MTC, and the District. A Technical Advisory Committee comprised of staff representing the Cities, HSA, C/CAG, MTC, and the District has been formed to oversee the process.

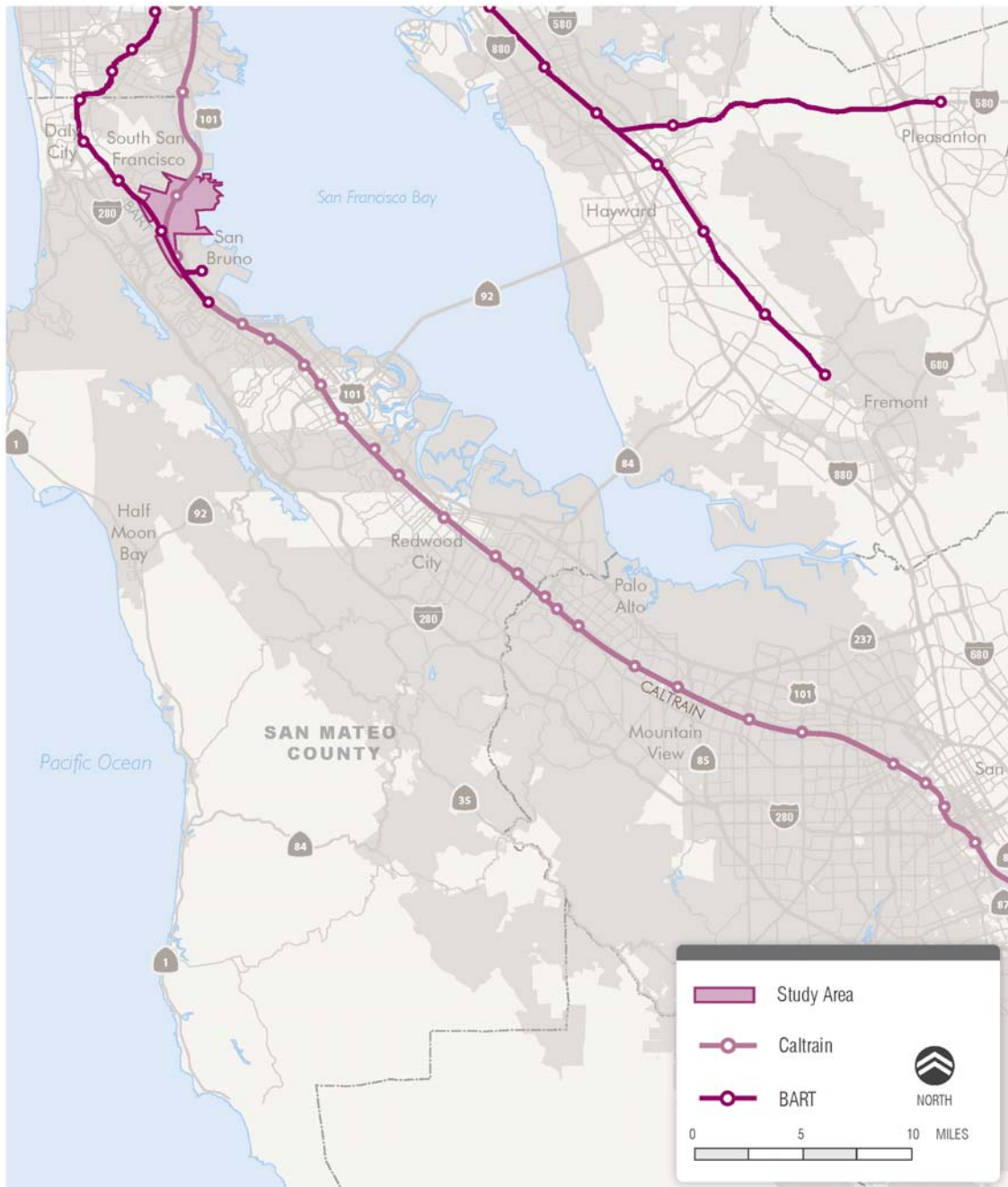
Chapter 1 - Profile of the Project Area

The Cities of South San Francisco and San Bruno are located in the northern region of San Mateo County. The project area is located in the eastern part of South San Francisco and the northeastern part of San Bruno. It is bordered by El Camino Real and Chestnut Avenue to the west, Miller and Sister Cities Boulevard to the north, San Juan Avenue to the south, and the San Francisco Bay to the east, excluding the San Francisco International Airport.

The project area for this plan was defined in consultation with the Cities of South San Francisco and San Bruno. It has an area of 5.40 square miles, and consists of U.S. Census Tracts 6021, 6022, 6023, 6041.01 and 6042, as well as a small triangular neighborhood to the north of these census tracts. The triangular neighborhood is located between Sister Cities Boulevard, Hillside Boulevard and North Spruce Avenue, and accounts for 0.05 square miles (0.92%) of the project area's total land area. The demographic data included in this report is based on the census tract data only.

The following maps show the project area's location within the Greater Bay Area, its boundaries and an aerial view.

SOUTH SAN FRANCISCO/SAN BRUNO



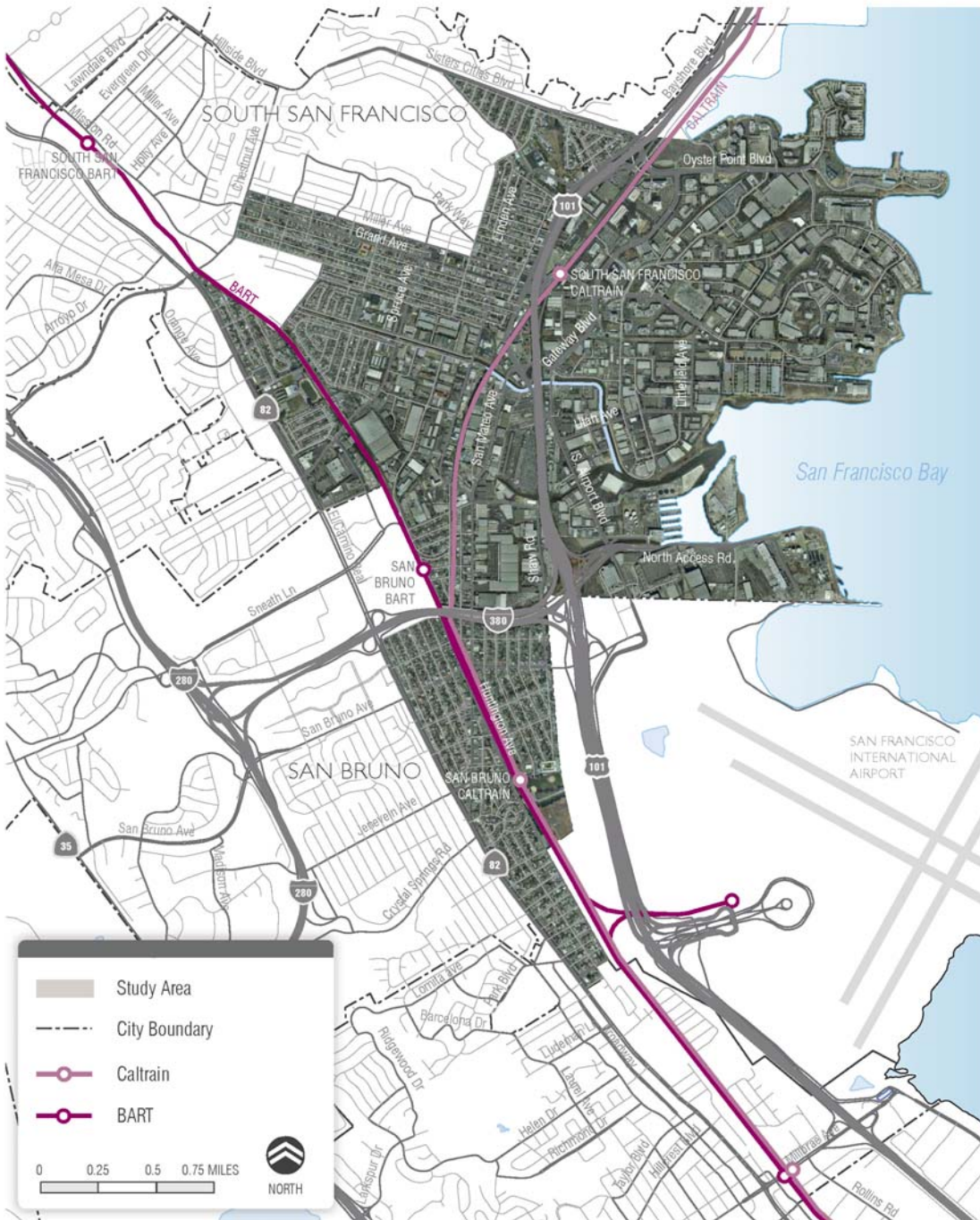
Map 1: Project Area in Greater Bay Area

SOUTH SAN FRANCISCO/SAN BRUNO



Map 2: Boundaries of the Project Area

SOUTH SAN FRANCISCO/SAN BRUNO



Map 3: Aerial View of the Project Area

1.1 Population Growth

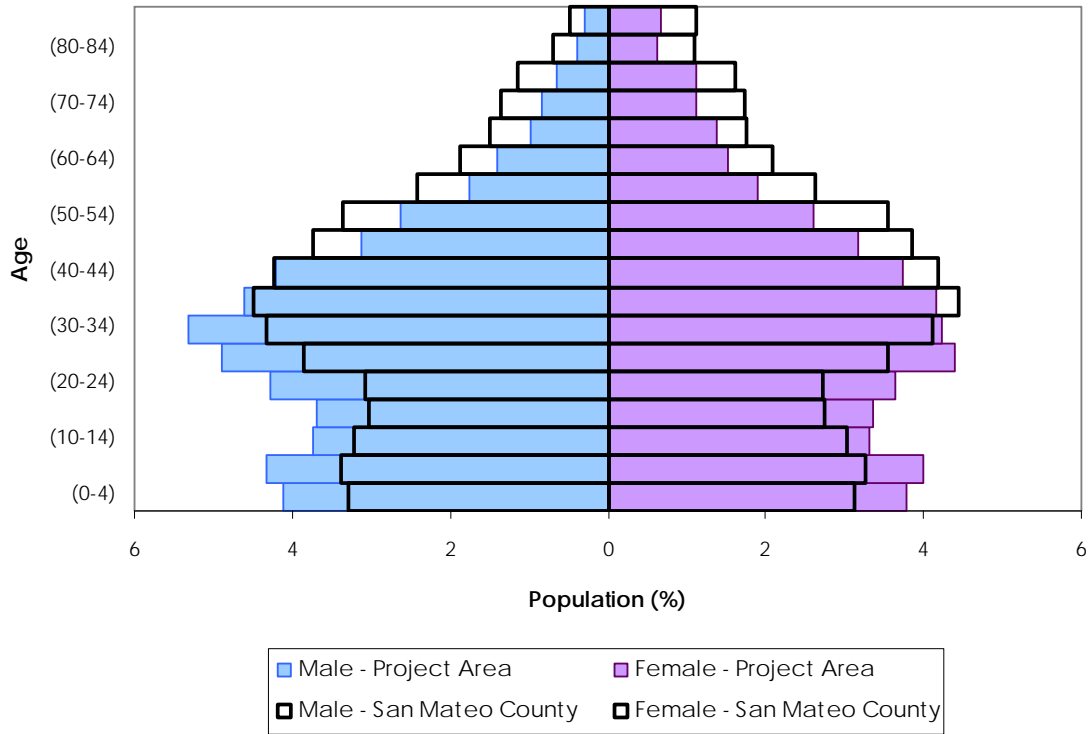
According to the 2000 U.S. Census, the total population of the project area is 26,961, which comprises 27% of the combined population of the Cities of South San Francisco and San Bruno (100,717) and 4% of the County's population (707,161). Specifically, the portion of the project area within South San Francisco has a population of 15,025, comprising 25% of South San Francisco's total population (60,552), while the portion of the project area within San Bruno has a population of 11,936, comprising 30% of San Bruno's total population (40,165). As calculated from U.S. Census data, the Cities of South San Francisco and San Bruno experienced a combined 8% growth in population between 1990 and 2000, while the project area experienced a 13% growth. All demographic data represented in this report is from the 2000 U.S. Census.

1.2 Age

Overall, residents of the project area are younger than those of the Cities and the County. 38% of project area residents are under the age of 25, while only 33% of the Cities' residents and 31% of the County's residents are under 25 (Figure 1). The 10-year age group with the highest percentage of project area population is the age group between 25 and 34 at 19%, which is higher than the Cities (16%) and the County (16%). For the age group between 35 and 44, the percentage of residents belonging to this category is equal among the project area, Cities, and County at 17%. Finally, the project area has a considerably lower percentage of residents over the age of 45 compared to the Cities and County, with 26% in the project area compared to 34% in the Cities and 36% in the County.

For project area residents below age 45, there are slightly more males than females, as illustrated in Figure 1. The greatest gender imbalance within this age group occurs between ages 30 and 34, with 56% males compared to 44% females. For the remainder of the residents below age 45, 53% are males while 47% are females. Conversely, for residents over age 45, there are more females than males. Specifically, 51% of project area residents between the ages of 45 and 64 are female while 49% are male, and 61% of residents over age 65 are female while 39% are male.

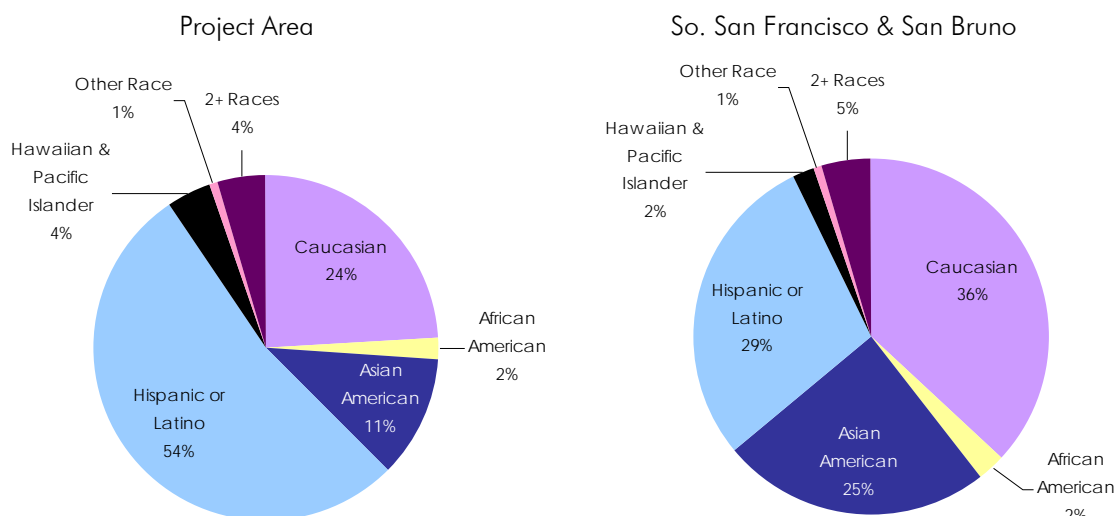
Figure 1: Population Pyramid for the Project Area and the County



1.3 Race

The project area is ethnically diverse, as are the Cities and the County. However, the ethnic composition of the project area does not reflect that of the Cities or the County. In the project area, Hispanics/Latinos comprise the majority of the population by race at 54% (14,309 individuals), which is much higher than the proportion of Hispanics/Latinos in the Cities at 29% and the County at 22% (Figure 2). Caucasians account for the second highest ethnic group in the project area at 24% (6,494), as compared to a considerably higher 36% in the Cities and 51% in the County. Asian Americans comprise 11% (3,087) of the population, followed by multi-racial individuals at 4% (1,187), Native Hawaiians and other Pacific Islanders at 4% (1,071), and African Americans at 2% (542).

Figure 2: Racial Breakdown of the Project Area and Cities



1.4 Linguistic Isolation

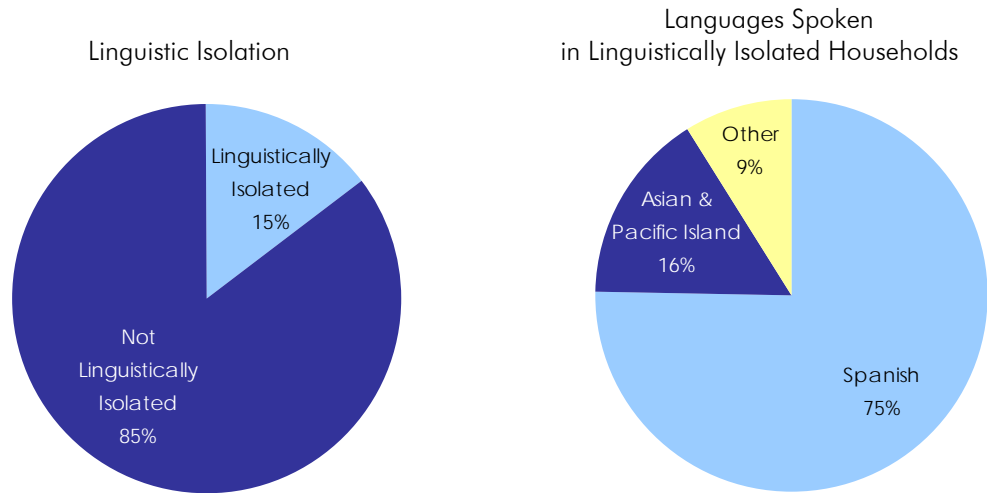
Since many people from other countries have settled in San Mateo County, there are large numbers of people who have a limited ability to speak English or do not speak it at all. For these people, it can be difficult to obtain information about services such as transportation, and difficult to use these services as well. The U.S. Census Bureau defines a linguistically isolated household as a household in which no one 14 years or older speaks English “very well.”

Approximately one in seven (15%) of the households in the project area are linguistically isolated based on the 2000 U.S. Census. This proportion of linguistic isolation is significantly higher than that of South San Francisco at 11% and of San Bruno at 8%. Of the 1,194 linguistically isolated households in the project area, 75% (898) speak Spanish, while 16% (190) speak an Asian or Pacific Island language and the remaining 9% (106) speak a language belonging to neither of these categories (Figure 3).

Breaking down the project area by city, 79% (560) of the 707 linguistically isolated households in the South San Francisco portion of the project area speak Spanish, while 13% (92) speak an Asian or Pacific Island language. In the San Bruno portion of the project area, 70% (338) of the 487 linguistically isolated households speak Spanish, while 20% (98) speak an Asian or Pacific Island language.

Of the households in the project area that speak primarily Spanish, over one in four do not include anyone over the age of 14 who can communicate “very well” in English. Specifically, 898 (28%) of the 2,287 Spanish-speaking households are considered linguistically isolated. Of the 930 households that speak an Asian or Pacific Island language, 190 (20%) are linguistically isolated.

Figure 3: Linguistic Isolation and Languages Spoken in Linguistically Isolated Households in the Project Area



1.5 Incidence of Below Poverty Households

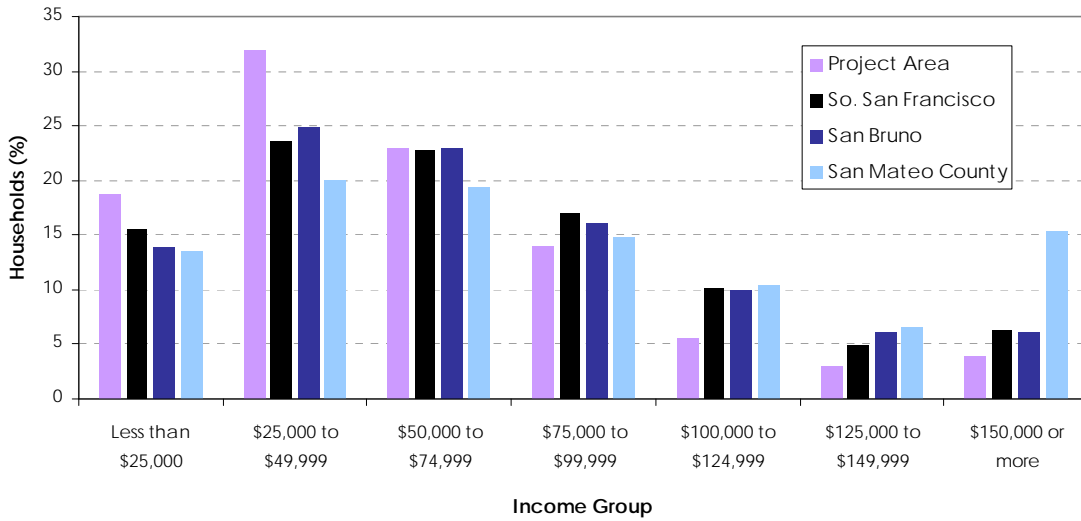
The U.S. Census Bureau defines living in poverty in the year 2000 as earning less than \$8,959 annually for a household of one person under 65 years of age, and less than \$8,259 for one person 65 years of age or older. For a two-person household including one child under 18 years, poverty is defined by an annual income of less than \$11,869. For a four-person household including two children under 18 years, poverty is defined by an annual income of less than \$17,463.

The percentage of individuals living in poverty within the project area is higher than that of both the Cities and the County. Eight percent (8.0%), or 2,140, of project area residents are living below the poverty level, as compared to 4.9% of individuals in the Cities and 5.8% of individuals in the County.

1.6 Income Levels

Over half (51%) of project area households have an annual income of less than \$50,000, which is significantly higher than the proportion of households in the Cities (39%) and the County (34%) within this bracket. Specifically, 1,518 (19%) of the 8,059 households in the project area have annual incomes under \$25,000, as compared to 15% of households in the Cities and 14% of households in the County, and 2,570 (32%) of the households in the project area have annual incomes between \$25,000 and \$50,000, as compared to 24% of households in the Cities and 20% of households in the County (Figure 4).

Figure 4: Income Levels in the Project Area, Cities, and County

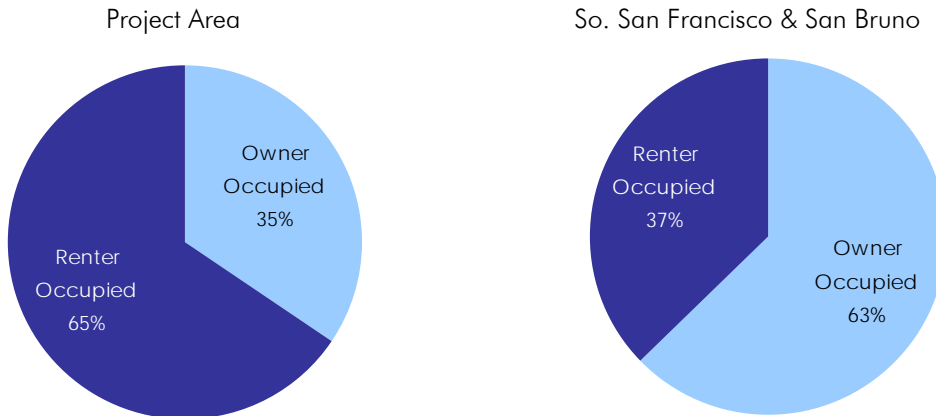


1.7 Housing Unit Tenure

Sixty-five percent (65%) of the housing units in the project area are rented by their householder, which is significantly greater than the proportion of rented housing units in the Cities (37%) and the County (39%), as shown in Figure 5. Most of the renters in the project area are between the ages of 25 and 45. Specifically, 1,414 (27%) of the 5,331 householders renting a home in the project area are between the ages of 25 and 34, and 1,518 (28%) are between the ages of 35 and 44.

Of the householders owning their home in the project area, the majority are between the ages of 35 and 55, making them generally older than the renters in the project area. Specifically, 592 (21%) of the 2,773 householders who own their home are between the ages of 35 and 44, while 640 (23%) are between the ages of 45 and 54.

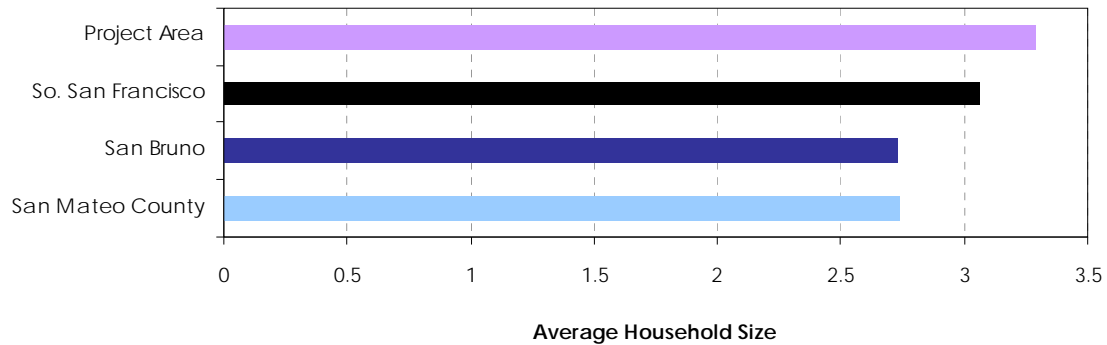
Figure 5: Housing Unit Tenure in the Project Area and Cities



1.8 Average Household Size

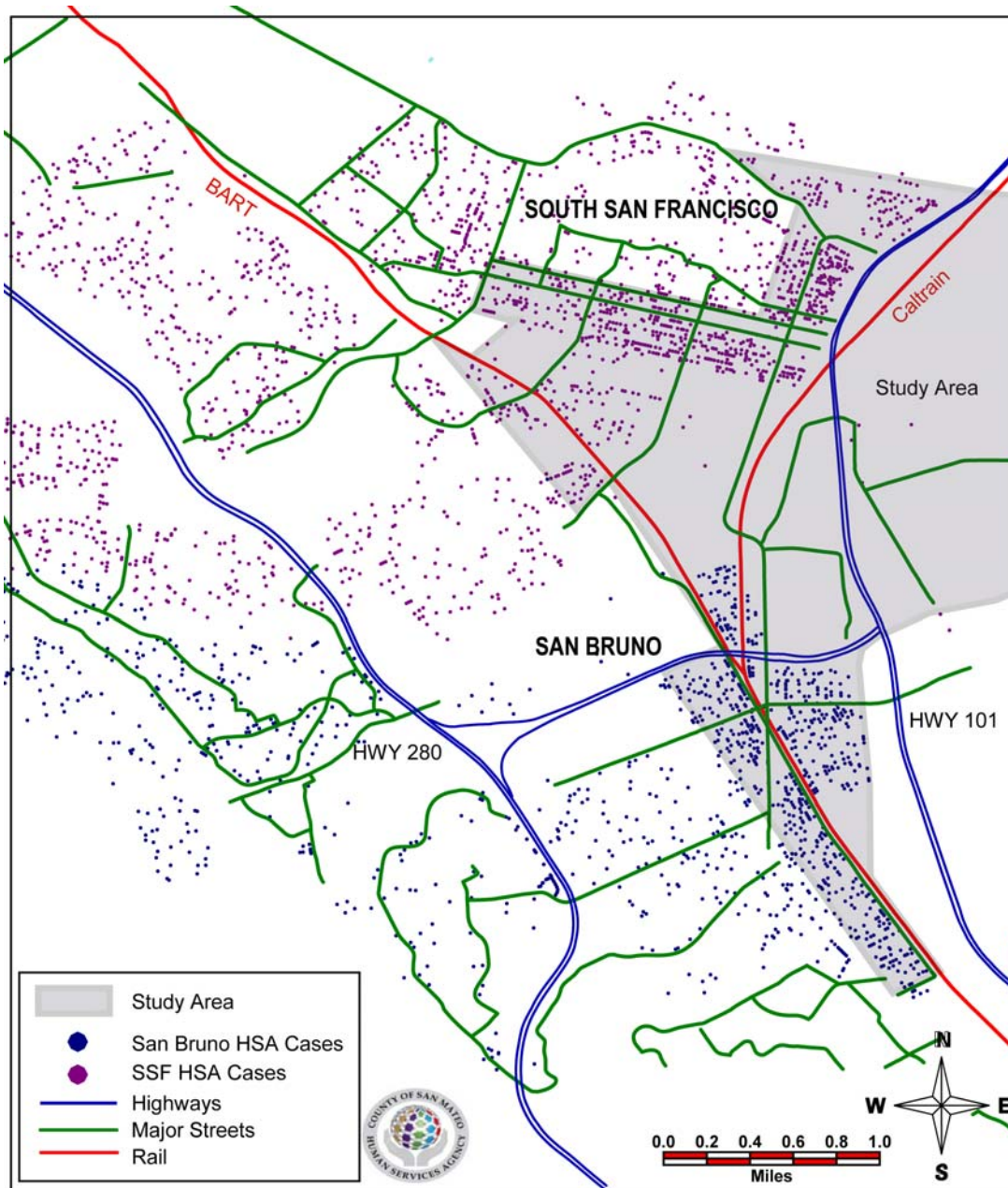
On average, the number of people living in each household in the project area is greater than that of the Cities and the County. In the project area, there is an average of 3.29 people per household, compared to an average of 3.06 people per household in South San Francisco, 2.73 people per household in San Bruno, and 2.74 people per household San Mateo County (Figure 6). Taking tenure into account, the average household size of owned housing units is slightly higher at 3.35 than that of rented housing units at 3.27.

Figure 6: Average Household Size in the Project Area, Cities, and County



1.9 Public Assistance

The San Mateo County Human Services Agency (HSA) offers several programs to aid adults, children, and families in financial need. Although data was not available specifically for the project area, the HSA was able to provide data for the Cities of South San Francisco and San Bruno, which include the project area. According to the 2000 U.S. Census, the project area's population of 26,961 comprises 27% of the total population of the Cities (100,717), and the Cities' combined population accounts for 14% of San Mateo County's population. Within the Cities, there are 5,307 households utilizing at least one HSA program, accounting for 15% of San Mateo County's such households (Map 4 below). This data is current as of June 2010, as is all other HSA data in this section of the report.



Map 4: HSA Cases within South San Francisco and San Bruno

One HSA-offered program is the California Work Opportunity and Responsibility to Kids program, or CalWORKs. This program aims to help families achieve self-sufficiency through employment and temporary cash assistance, as well as child support. According to the Human Services Agency, CalWORKs has a total of 353 cases in the Cities of South San Francisco and San Bruno, accounting for 12% of the 2,909 CalWORKs cases in the County.

The Cash Assistance Program for Immigrants (CAPI) provides monthly cash assistance for legal non-citizens who are in financial need and are over the age of 65 or disabled. The HSA currently has 53 CAPI cases within the Cities, which accounts for 18% of the County's 290 such cases.

There are 1,130 families in the Cities using Food Stamps, which provide assistance with food costs at most grocery stores. These cases make up 13% of the 8,818 Food Stamp cases in the County.

General Assistance for Adults (GA) is a program provided by the Human Services Agency to assist low-income individuals in San Mateo County who are unemployed or unable to work. By providing short-term financial assistance, GA helps these individuals find employment or find help from another source. There are currently 55 residents of the Cities receiving assistance from GA, accounting for 8% of the County's 695 GA-assisted individuals.

Medi-Cal, California's Medicaid program, provides health care coverage for low-income families and elderly or disabled individuals who cannot afford health insurance. There are currently 4,904 cases of Medi-Cal coverage within the Cities, which comprise 16% of the County's 31,609 such cases.

Chapter 2 - Transportation

2.1 Regional and Local Road Access

The project area, consisting of 5.40 square miles, is bordered by El Camino Real and Chestnut Avenue to the west, Miller and Sister Cities Boulevard to the north, San Juan Avenue to the south, and the San Francisco Bay to the east, excluding the San Francisco International Airport. US Highway 101 bisects the South San Francisco portion of the project area, and runs along the eastern side of the San Bruno portion of the project area. Major and minor arterial roads, collector roads, and local roads also serve the project area.

South San Francisco Road Access

The South San Francisco portion of the project area is bounded to the west by El Camino Real and Chestnut Avenue, to the north by Miller Avenue, Maple Avenue, and Sister Cities Boulevard, to the south by Tanforan Avenue and North Access Road, and to the east by the San Francisco Bay.

According to the South San Francisco General Plan, the City of South San Francisco defines arterials as major streets that primarily serve through traffic and provide access to abutting properties as a secondary function. The City also differentiates between major and minor arterials: major arterials are classified as having raised medians and more travel lanes and traffic than minor arterials. Table 1 lists all of the City's major and minor arterial roads that run through the project area, as well as the collector roads, which are defined as connections between arterials and local roads. Map 5 illustrates these roads.

Table 1: Arterial and Collector Roads in the South San Francisco Portion of the Project Area

<i>Major Arterial</i>	<i>Minor Arterial</i>	<i>Collector</i>
El Camino Real Chestnut Avenue Sister Cities Boulevard Airport Boulevard Gateway Boulevard Oyster Point Boulevard Forbes Boulevard East Grand Avenue Grandview Drive	Grand Avenue Orange Avenue Spruce Avenue South Linden Avenue S. Airport Boulevard Huntington Avenue San Mateo Avenue Utah Avenue Harbor Way North Access Road	Miller Avenue Baden Avenue Commercial Avenue Eucalyptus Avenue School Street Hillside Boulevard Maple Avenue South Maple Avenue Victory Avenue Myrtle Avenue Mayfair Avenue North Canal Street South Canal Street Francisco Drive Wilms Avenue Ramona Avenue Shaw Road Littlefield Avenue Kimball Way Swift Avenue Allerton Avenue Eccles Avenue

San Bruno Road Access

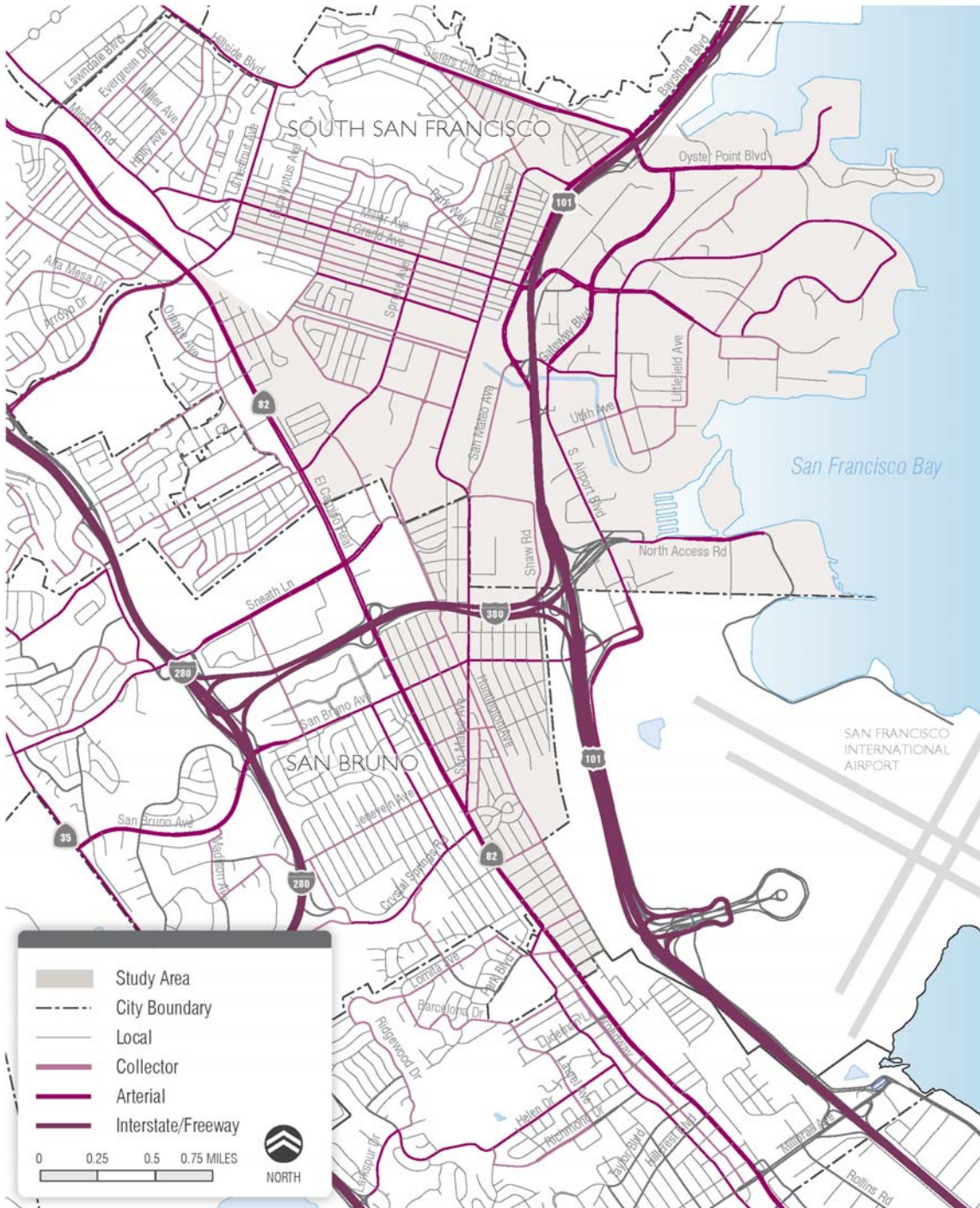
The San Bruno portion of the project area is bounded to the west by El Camino Real, to the north by Tanforan Avenue and North Access Road, to the south by San Juan Avenue, and to the east by US Highway 101.

According to the San Bruno General Plan, the City of San Bruno defines arterials as medium-speed, medium-capacity roadways that provide through passage to and from major commercial centers, community facilities, and regional highways. The City defines collectors as relatively low-speed, low-capacity roadways that provide connections between neighborhood areas. Table 2 lists all of the City's arterial and collector roads that run through the project area. Map 5 illustrates these roads.

Table 2: Arterial and Collector Roads in the San Bruno Portion of the Project Area

<i>Arterial</i>	<i>Collector</i>
El Camino Real* San Mateo Avenue San Bruno Avenue	Huntington Avenue Euclid Avenue Masson Avenue Angus Avenue Mastick Avenue Felipe Avenue Santa Inez Avenue

* Principal Arterial



Map 5: Project Area Street Classifications

2.2 Level of Service for Traffic

The level of traffic congestion is measured by Level of Service (LOS) using a ratio of the volume of traffic to the capacity of the roadway. The range in LOS is from A to F, with LOS A

characterized as free flowing traffic conditions and progressing to LOS F, or “bottleneck” situations.

South San Francisco Level of Service

According to the South San Francisco General Plan (1999), US Highway 101 in the South San Francisco vicinity was operating at LOS D during peak commute hours in 1995. The LOS ratings for several arterial and collector roadways within the South San Francisco portion of the project area are listed below, as stated in the City’s General Plan.

<u>Major Arterials:</u>	<u>LOS:</u>	<u>Minor Arterials:</u>	<u>LOS:</u>
El Camino Real	C	Grand Ave	C
Chestnut Ave	A – B	Orange Ave	A
Sister Cities Blvd	A	Spruce Ave	A
Oyster Point Blvd	A	S. Airport Blvd	A
Forbes Blvd	A	Linden Ave	A – C
East Grand Ave	B – D		
Grandview Dr	A	<u>Collector:</u>	<u>LOS:</u>
		Baden Ave	A – E
		Commercial Ave	A

San Bruno Level of Service

LOS ratings are listed in the San Bruno General Plan (2009) by intersection, and separated into AM Peak Hour LOS and PM Peak Hour LOS. Those intersections that are located within the San Bruno portion of the project area are listed below. According to the General Plan, this data is accurate as of 2006.

<u>Intersection:</u>	<u>AM Peak LOS:</u>	<u>PM Peak LOS:</u>
El Camino Real/EB I-380 Ramp	A	A
El Camino Real/San Bruno Ave	A	B
El Camino Real/San Mateo Ave/Taylor St	A	A
Huntington Ave/Angus Ave	B	B
Huntington Ave/San Bruno Ave	A	A
Huntington Ave/San Mateo Ave	B	C
Third Ave/San Bruno Ave	A	A
El Camino Real/Noor Ave	B	E
El Camino Real/San Felipe Ave	A	A
San Mateo Ave/San Bruno Ave	A	A
SB US-101 Ramps/San Bruno Ave	A	C

2.3 Transit Service Overview

The City of South San Francisco and the City of San Bruno are served by three major transit systems: SamTrans, Caltrain, and BART. SamTrans currently operates eleven routes that serve the project area; five of these are “BART Connection” routes, two are “BART/Caltrain Connection” routes, one is a “Caltrain Connection” route, two are “Community Service” routes (one operating only on school days, the other operating only during weekday commute hours to and from Safe Harbor), and one is an “All Nighter Service” route. Also serving the project area is SamTrans’ paratransit service, Redi-Wheels, which provides transit service to passengers who cannot independently ride regular SamTrans buses.

There are two Caltrain Stations located within the project area: the South San Francisco Caltrain Station and the San Bruno Caltrain Station (Map 6). Caltrain currently provides service at these stations every half an hour during peak periods on weekdays and hourly during the off-peak and on weekends. There is also one BART station – the San Bruno BART Station – that is located within the project area. The station is served by three BART lines which stop at the station every five to ten minutes on weekdays before 7:00pm, and every twenty minutes on weekdays after 7:00pm and on weekends. Although the South San Francisco BART Station is not located within the project area, many project area residents still access the station as it is less than one mile from the northwestern edge of the project area.

There are currently nine shuttle routes serving the project area. Three of these shuttles are Commuter Caltrain Shuttles, two are Commuter Caltrain/BART Shuttles, three are Commuter BART Shuttles, and one is a Community Shuttle. All three Commuter Caltrain Shuttles serve the South San Francisco Caltrain Station and the East of 101 Area businesses. Both Commuter Caltrain/BART Shuttles travel between the Millbrae Intermodal Station and Genentech in the East of 101 Area. One of the Commuter BART Shuttles serves the San Bruno BART Station and the Bayhill Office Park, while the other two serve the South San Francisco BART Station and the East of 101 Area businesses. Finally, the Community Shuttle travels between the East of 101 Area businesses and Downtown South San Francisco.

2.4 Key Destinations in the Project Area

Key destinations in the project area include schools, major retail centers, major employers, BART/Caltrain stations, and downtown centers of South San Francisco and San Bruno. Most of these destinations are accessible within a ¼ mile walk from a transit stop. The eastern portion of South San Francisco is not served by fixed-route transit. However, some of the companies located there, such as Genentech, offer free shuttle services that run between the campus and the Glen Park BART and the Millbrae Caltrain/BART stations during peak commute times.

Schools

There are six schools in the project area: Martin Elementary, All Souls Elementary, Los Cerritos Elementary, South San Francisco High, Belle Air Elementary, and Happy Hall Schools Inc. Schools not in the project area but serving residents of the area include Spruce Elementary School, Allen Elementary School, and Parkside Intermediate School.

Major Retail Centers

Many of the major retail centers lie just outside the project area. This includes Tanforan Park, San Bruno Towne Center, Brentwood Shopping Center, and the Buri Buri Center.

Major Employers

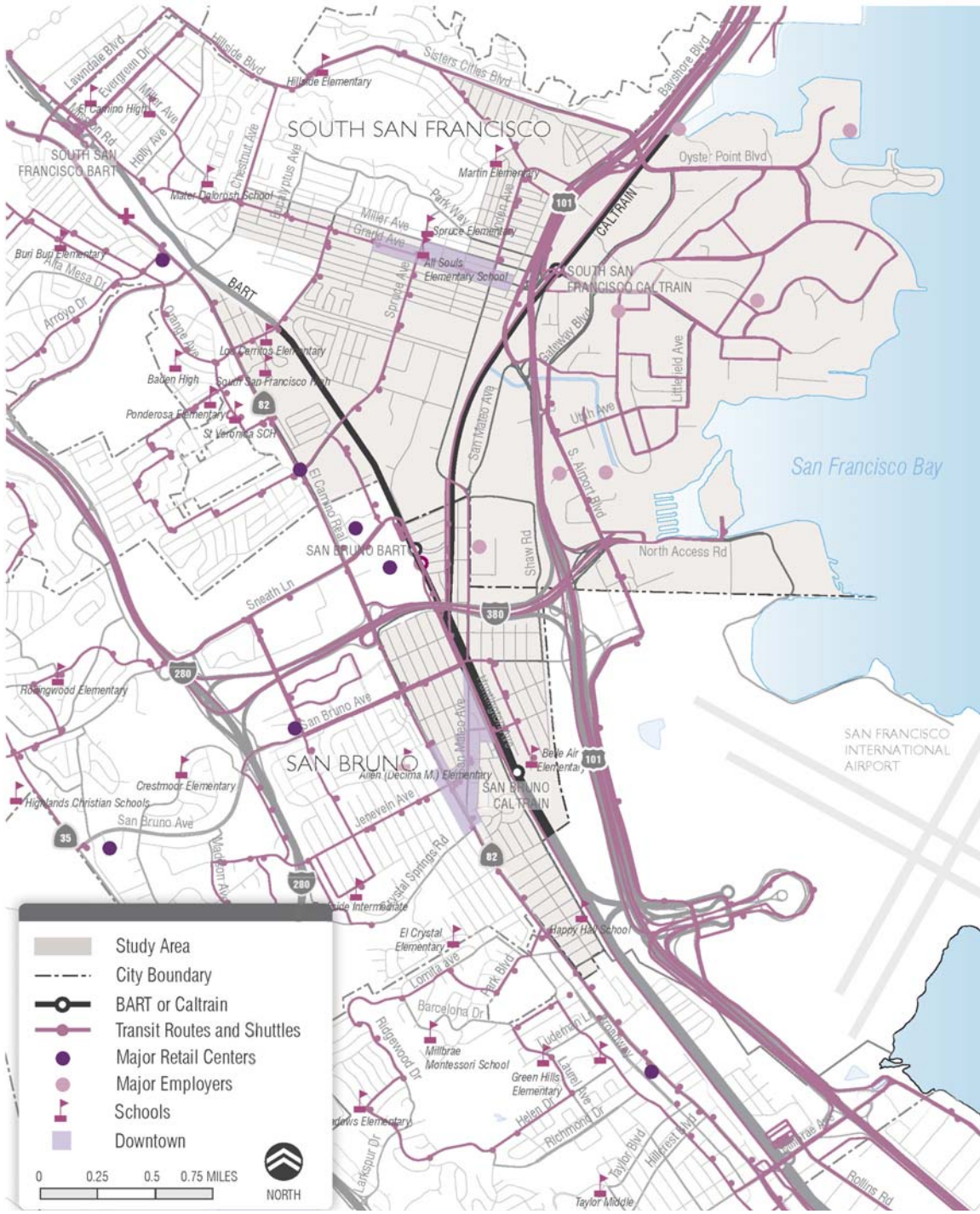
Although they are neighboring cities, the economies of the two cities differ substantially. The economy of South San Francisco is more focused on manufacturing, processing, warehousing and distribution businesses, while the economy of San Bruno is more focused on retail sales. In recent years, more high-technology and service firms have located to the eastern portion of South San Francisco with Genentech serving as the high-technology/biotechnology anchor East of 101. In San Bruno, ABAG 2005 projections show "Retail Sales" as over 36% of the employment by industrial sector. This percentage has increased from the recent retail development, The Shops at Tanforan, which reopened in 2005. The Shops at Tanforan are close to the San Bruno BART Station, just outside the project area. This retail, dining and entertainment destination has increased job growth by over 1,300 jobs. Other major employers include Bayhill Office Park and Kaiser Hospital.

BART/Caltrain Stations

The San Bruno BART Station, South San Francisco Caltrain Station, and San Bruno Caltrain Station are within the project area.

Downtown Centers

Both of the downtown centers for South San Francisco and San Bruno are within the project area.

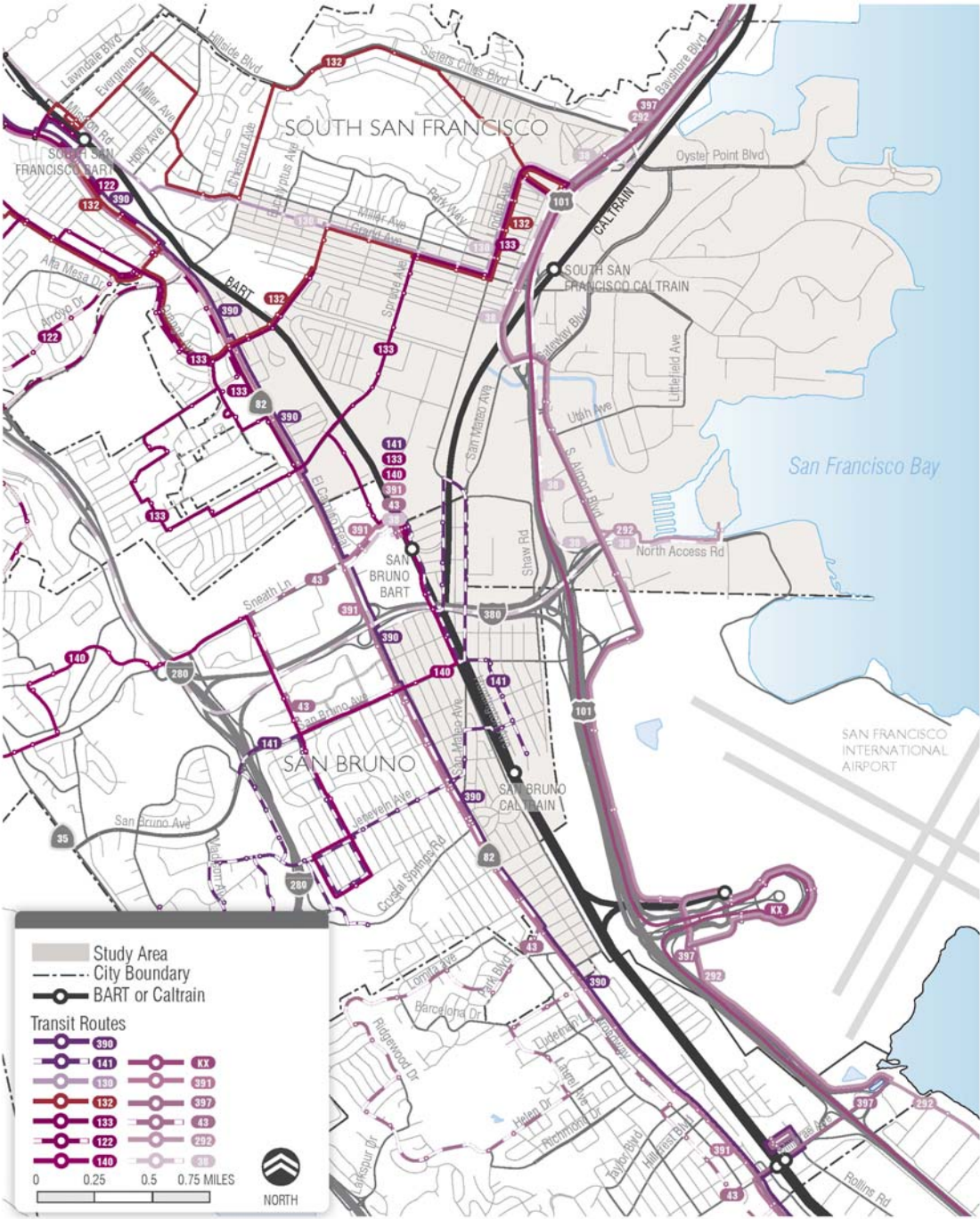


Map 6: Transit Services Overview and Key Destinations

2.5 SamTrans Service and Ridership

The project area is currently served by eleven SamTrans routes: 38, 43, 130, 132, 133, 140, 141, 292, 390, 391, and 397 (Map 7). Routes 38 and 43 are Community Service routes that operate on a limited schedule. Routes 130, 132, 133, 140, and 141 are BART Connection routes, while Route 292 is a Caltrain Connection route and Routes 390, 391, and 397 are BART/Caltrain Connection routes. Route 397 is also an All-Nighter Service route that provides “owl” service from 1:00am – 6:00am.

SOUTH SAN FRANCISCO/SAN BRUNO



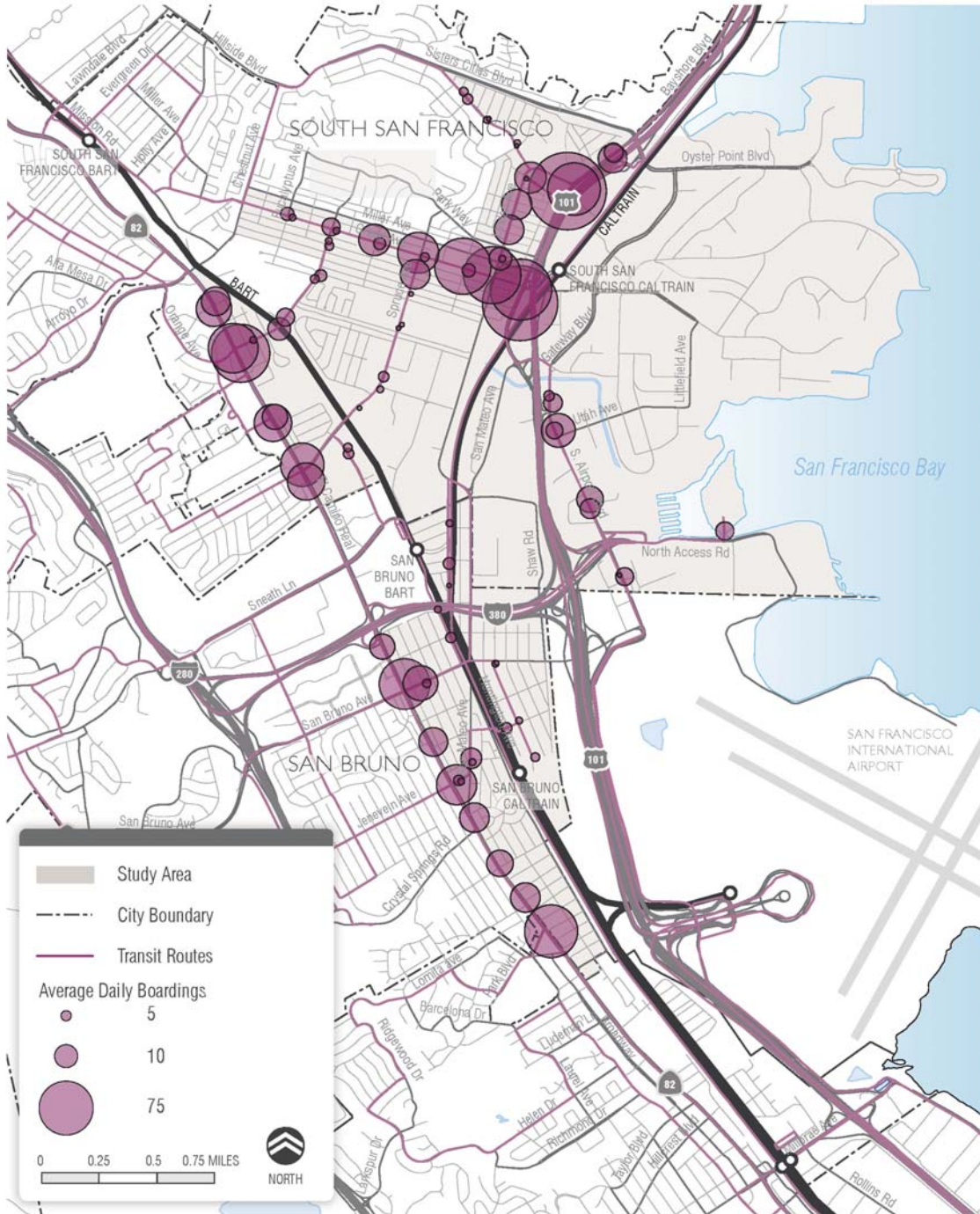
Map 7: SamTrans Fixed Routes and Stops Serving the Project Area

Table 3: SamTrans Routes Serving the Project Area

SamTrans Route	Service Areas	Schedule
38	<ul style="list-style-type: none"> Safe Harbor Airport Blvd/Linden Ave So. Airport Blvd/Utah Ave San Bruno BART Colma BART 	Daily, 6-7:30am and 5:30-7:30pm – Service to/from Safe Harbor, “Community Service” route
43	<ul style="list-style-type: none"> Mills High School Millbrae Community Center Capuchino High School Bayhill Shopping Center San Bruno Library, BART 	School days only, 2 afternoon trips – “Community Service” route
130	<ul style="list-style-type: none"> SSF BART, City Hall, Library Colma BART, City Hall Daly City BART 	Daily, 20-60 minute frequency
132	<ul style="list-style-type: none"> SSF BART, City Hall, Library Kaiser Hospital Buri Buri Shopping Center Alta Loma Jr. High School (limited) 	Weekdays & Saturdays only, 30-60 minute frequency
133	<ul style="list-style-type: none"> Rotary Plaza SSF BART, Library San Bruno BART Tanforan Shopping Center Serramonte Shopping Center 	Weekdays & Saturdays only, 30-60 minute frequency
140	<ul style="list-style-type: none"> San Bruno BART Tanforan Shopping Center Bayhill Shopping Center Skyline College Pacific Manor Shopping Center Pacifica City Hall Terra Nova High School (limited) 	Daily, 30-60 minute frequency
141	<ul style="list-style-type: none"> San Bruno BART Tanforan Shopping Center Belle Air School San Bruno Senior Center Peninsula Cont. School 	Weekdays only, 30-60 minute frequency
292	<ul style="list-style-type: none"> SF Transbay Terminal Brisbane Park & Ride SSF Downtown SFO Caltrain of Burlingame, San Mateo, Hayward Park Mills Hospital Hillsdale Shopping Center 	Daily, 20-60 minute frequency
390	<ul style="list-style-type: none"> Daly City BART Colma SSF BART Kaiser Hospital San Bruno Millbrae Transit Center Burlingame Hillsdale Shopping Center Caltrain of San Mateo, Belmont, San Carlos Redwood City Atherton Menlo Park Palo Alto Caltrain 	Daily, 30-60 minute frequency
391	<ul style="list-style-type: none"> SF Transbay Terminal Daly City Colma BART SSF BART Kaiser Hospital San Bruno BART Tanforan Shopping Center Millbrae Transit Center Peninsula Medical Center Mills Health Center Hillsdale Shopping Center Caltrain of San Mateo, Belmont, San Carlos, Redwood City 	Daily, 30-60 minute frequency
397	<ul style="list-style-type: none"> SF Transbay Terminal Brisbane Park & Ride SSF Downtown SFO Millbrae Transit Center Burlingame Caltrain of Hillsdale, San Carlos, Redwood City, Palo Alto 	Nightly, 1am-6am, 60 minute frequency – “All-Nighter Service” route

Ridership for SamTrans routes serving the project area was analyzed according to all 117 bus stops located in the project area. These bus stops are shown on Maps 7 and 8.

SOUTH SAN FRANCISCO/SAN BRUNO



Map 8: SamTrans Boardings by Stop within the Project Area

Map 8 illustrates the volume of boardings experienced at each bus stop within the project area.

Table 4 on page 33 shows each of the eleven SamTrans routes' average weekday boardings at all stops versus their average weekday boardings occurring in the project area during April of 2010.

Route 38

SamTrans Route 38 is a Community Service route that provides limited service to and from Safe Harbor. In the mornings, the route leaves Safe Harbor every 10-20 minutes between 6am and 7am, and provides separate routes to the Colma BART Station, the San Bruno BART Station, and the intersection of Airport Boulevard and Linden Avenue. In the afternoons, it picks up passengers at these locations as well as the intersection of South Airport Boulevard and Utah Avenue, and arrives at Safe Harbor between 5:30pm and 7:30pm. Service is provided daily, although there is less service on weekends and holidays.

Four of the six bus stops served by Route 38 are located within the project area. During the month of April 2010, Route 38 experienced average weekday ridership of 24 passengers. Of these passengers, 5 (20%) boarded the route within the project area.

Route 43

SamTrans Route 43 is also a Community Service route, and provides service twice each weekday afternoon on school days only. The first of these trips begins at Capuchino High School at 3:10pm and ends at El Camino Real and San Bruno Avenue. The second trip begins at Mills High School near Burlingame Plaza at 3:25pm and continues on to the Millbrae Community Center, the San Bruno City Hall and Library, the Bayhill Shopping Center, and the San Bruno BART Station.

Of the 36 bus stops served by Route 43, four (11%) are located within the project area. During April of 2010, the route had an average of 0.4 passengers per weekday boarding within the project area, accounting for 2% of the route's 19 average weekday boardings overall.

Route 130

SamTrans Route 130 runs daily, and serves the South San Francisco BART Station, Library, City Hall, and Post Office, as well as the Colma BART Station, City Hall, and Post Office and the Daly City BART Station. Service runs every half hour from 5:30am – 11:30pm on weekdays and 8:00am – 6:30pm on Saturdays, and runs every hour from 9:00am – 6:00pm on Sundays and holidays.

Of the 84 bus stops served by Route 130, 21 (25%) are located within the project area. In April of 2010, the route saw an average of 2044 boardings each weekday, 454 (22%) of which occurred in the project area.

Route 132

SamTrans Route 132 runs on weekdays and Saturdays, serving the South San Francisco BART Station, Library, and City Hall, as well as Buri Buri Shopping Center and Kaiser Hospital. The route also provides limited service to Alta Loma Jr. High School. Service runs every 30-60 minutes from 5:30am – 8:00pm on weekdays and every 60 minutes from 8:00am – 6:00pm on Saturdays.

Route 132 serves a total of 51 bus stops. Of these stops, 28 (55%) are located within the project area. During the month of April 2010, Route 132 had an average of 369 boardings per weekday along its entire route, 200 (54%) of which occurred within the project area.

Route 133

SamTrans Route 133 runs on weekdays and Saturdays, and serves the South San Francisco Rotary Plaza, Library, and BART Station, the San Bruno BART Station, the Shops at Tanforan, and Serramonte Shopping Center in Daly City. Service runs every 30-60 minutes from 6:00am – 7:30pm on weekdays and every 60 minutes from 9:30am – 6:30pm on Saturdays.

Of the 94 total bus stops served by Route 133, 21 (22%) are located within the project area. There were an average of 850 boardings per weekday for Route 133 during April of 2010, 231 (27%) of which occurred in the project area.

Route 140

SamTrans Route 140 runs daily, serving the San Bruno BART Station, the Shops at Tanforan, the Bayhill Shopping Center, Skyline College, Pacific Manor Shopping Center, and the Pacifica City Hall. The route also provides limited service to Terra Nova High School. Service runs every 30-60 minutes from 6:00am – 11:00pm on weekdays, and every 60 minutes from 8:00am – 7:00pm on weekends.

Five of the 101 bus stops served by Route 140 are located within the project area, accounting for 5% of the total stops. In April 2010, 53 (7%) of the 796 average weekday boardings experienced by Route 140 occurred within the project area.

Route 141

SamTrans Route 141 serves the San Bruno BART Station, the Shops at Tanforan, Belle Air Elementary School, the San Bruno Senior Center, and Peninsula High School. Service runs on weekdays only, from 6:00am – 7:30pm every 30-60 minutes.

There are 45 bus stops served by Route 140. Of these bus stops, 13 (29%) are located within the project area. During April of 2010, 65 (36%) of the route's 182 average weekday boardings occurred within the project area.

Route 292

SamTrans Route 292 runs daily, and serves the Transbay Terminal and South of Mission area in San Francisco, the Brisbane Park & Ride, Downtown South San Francisco (with limited

service to Safe Harbor), SFO, Burlingame Caltrain, Mills Hospital, San Mateo Caltrain, Hayward Park Caltrain, Hillsdale Caltrain, and Hillsdale Shopping Center. Service runs every 30-60 minutes from 4:30am – 2:00am on weekdays, and from 5:00am – 2:00am on weekends and holidays.

Of the 135 total bus stops served by Route 292, 16 (12%) are located within the project area. In April 2010, there were an average of 3,272 boardings per weekday for Route 292, 711 (22%) of which occurred within the project area.

Route 390

SamTrans Route 390 runs daily, serving Daly City BART, Colma, South San Francisco BART, Kaiser Hospital, San Bruno, the Millbrae Transit Center, Burlingame, Hillsdale Shopping Center, San Mateo Caltrain, Belmont Caltrain, San Carlos Caltrain, Redwood City, Atherton, Menlo Park, and Palo Alto Caltrain. Service runs every 30-60 minutes from 5:30am – 1:00am on weekdays, and from 6:00am – 2:30am on weekends and holidays.

Seven of the 197 bus stops served by Route 390 are located within the project area, accounting for 4% of the total stops. During the month of April 2010, Route 292 experienced 5,994 average boardings per weekday, 307 (5%) of which occurred at the stops within the project area.

Route 391

SamTrans Route 391 runs daily, and serves the San Francisco Transbay Terminal, Daly City, Colma BART, South San Francisco BART, Kaiser Hospital, San Bruno BART, the Shops at Tanforan, the Millbrae Transit Center, Peninsula Medical Center, Hillsdale Shopping Center, San Mateo Caltrain, Mills Health Center, Belmont Caltrain, San Carlos Caltrain, and Redwood City Caltrain. Service runs every 30-60 minutes from 4:00am – 2:00am on weekdays, and from 5:00am – 2:30am on weekends and holidays.

Eight of the 207 bus stops served by Route 391 are located within the project area, accounting for 4% of the total stops. Route 391 had an average of 5,759 boardings per weekday during April 2010, 435 (8%) of which occurred within the project area.

Route 397

SamTrans Route 397 is an All-Nighter Service route, providing “owl” service every hour from 1:00am – 6:00am on weeknights and 1:00am – 6:30am on weekends and holidays. The route serves the Transbay Terminal, 1st and Mission, and 11th and Market in San Francisco, the Brisbane Park & Ride, South San Francisco, SFO, the Millbrae Transit Center, Burlingame, Hillsdale Caltrain, San Carlos Caltrain, Redwood City Caltrain, and Palo Alto Caltrain.

Of the 248 bus stops served by Route 397, 13 (5%) are located within the project area. During April 2010, 17 (9%) of the route’s 182 average weekday boardings occurred within the project area.

Table 4: Average Weekday Boardings for All Stops vs. Project Area Stops (April 2010)

SamTrans Route	Average Weekday Boardings	Average Weekday Boardings in Project Area	Percentage of Boardings Occurring in Project Area
132	369	200	54%
141	182	65	36%
133	850	231	27%
130	2044	454	22%
292	3272	711	22%
38	24	5	20%
397	182	17	9%
391	5759	435	8%
140	796	53	7%
390	5994	307	5%
43	19	0	2%

2.6 Redi-Wheels Paratransit Service and Use

Redi-Wheels is SamTrans' paratransit service, and is available for disabled passengers who cannot independently ride regular SamTrans buses some or all of the time. Redi-Coast is the paratransit service on the coastside of the county. Rides must be scheduled ahead of time.

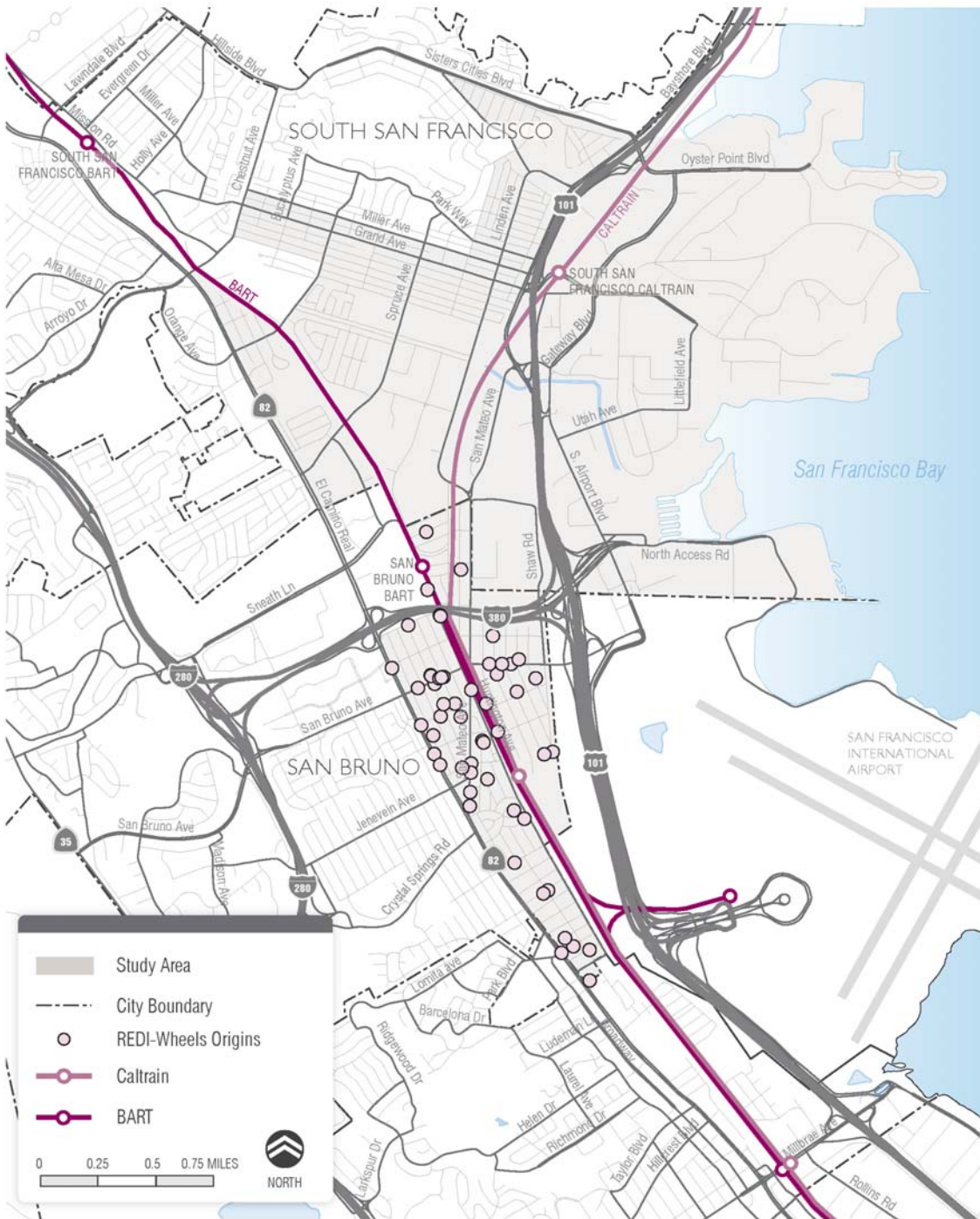
As of June 2010, there are currently 767 registered Redi-Wheels riders living in the City of South San Francisco, and 429 Redi-Wheels riders living in the City of San Bruno. Combined, the Cities account for 1,196 (17%) of San Mateo County's 7,055 eligible Redi-Wheels passengers. During June of 2010, there were 1,874 arranged trips originating in South San Francisco and 1,089 arranged trips originating in San Bruno – a total of 2,963 trips. 901 (30%) of these trips had a destination still within the Cities. Common destinations originating in the Cities were the Peninsula Medical Center in Burlingame with 312 trips (11% of total trips), Community Gatepath in Burlingame (a non-profit organization serving people with disabilities) with 68 trips (2% of total trips), the Dialysis Center on Kenwood Way in South San Francisco with 66 trips (2% of total trips), and the Magnolia Senior Center in South San Francisco with 62 trips (2% of total trips). The most common residential pick-up location within the Cities was the Village at the Crossing, a rental community for seniors located in San Bruno, with 106 pick-ups in June 2010.

Redi-Wheels use by residents of the South San Francisco portion of the project area is high on a per capita basis. Of the 1,874 Redi-Wheels trips originating in South San Francisco, 592 trips (32%) originated within the project area. This percentage is high considering that the South San Francisco portion of the project area accounts for 25% of South San Francisco's total population.

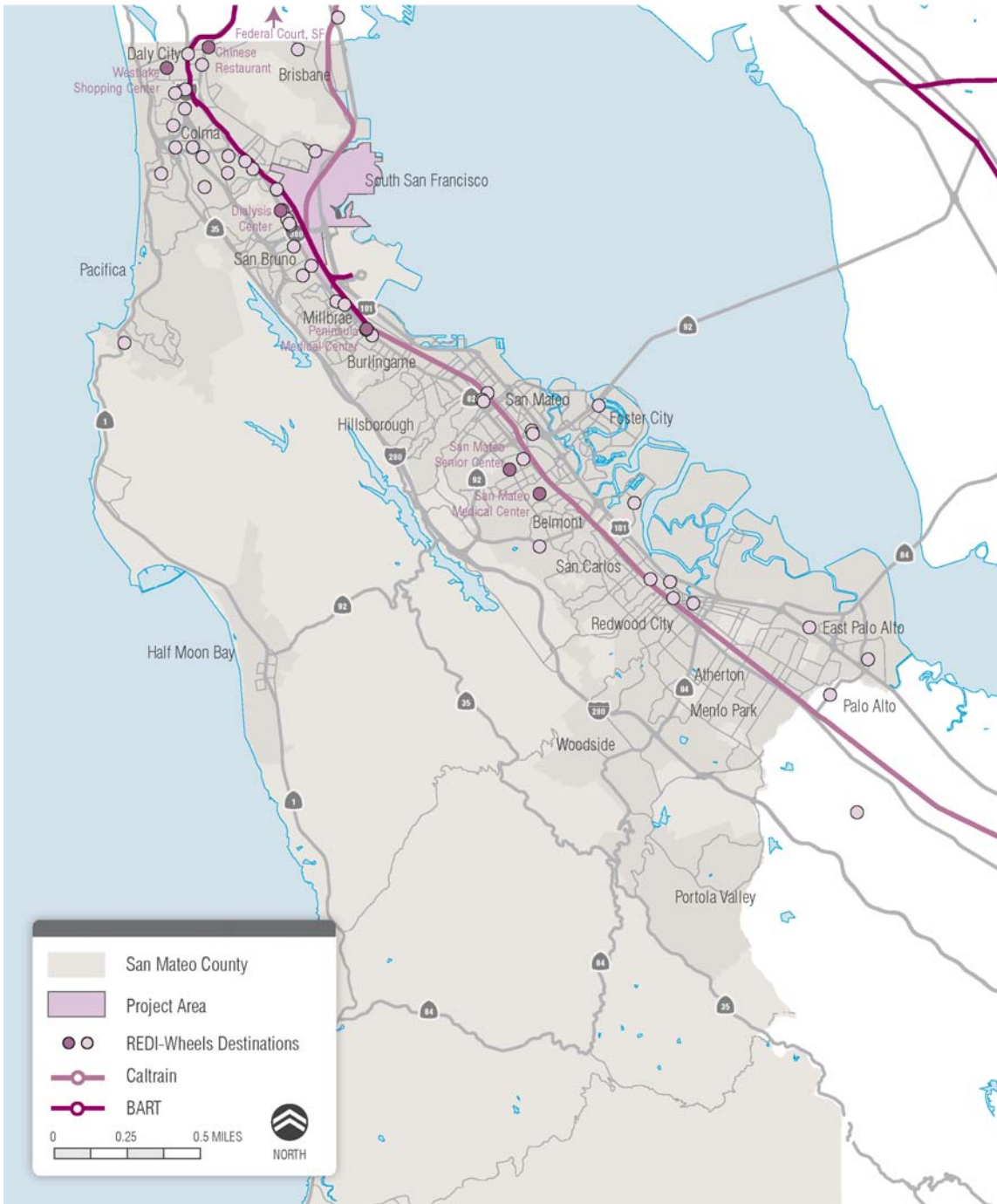
For residents of the San Bruno portion of the project area, Redi-Wheels use is low on a per capita basis. Of the 1,089 Redi-Wheels trips originating in San Bruno, 232 (21%) originated within the project area – a low percentage considering the San Bruno portion of the project area accounts for 30% of San Bruno's total population.

There were a total of 824 Redi-Wheels trips originating within the project area during June of 2010. These are shown in Map 9.

SOUTH SAN FRANCISCO/SAN BRUNO



Map 9: Redi-Wheels Origins in the Project Area



Map 10: Redi-Wheels Destinations Originating from Residences in the Project Area

For trips originating from residential locations within the project area, popular destinations include the Peninsula Medical Center in Burlingame with 71 trips, the Dialysis Center in South San Francisco with 38 trips, the Federal Court on Golden Gate Avenue in San Francisco with 20 trips, and Mills Health Center in San Mateo with 17 trips. The frequencies of these destinations, as well as other popular destinations, are listed in Table 5 below and illustrated in Map 10.

Table 5: Popular Redi-Wheels Destinations Originating from Residences in the Project Area

# of Origins	Destination Description	Destination Address			Freq	% of Project Area Trips
7	Peninsula Medical Center	1720	El Camino Real	Burlingame	71	8.62
3	Dialysis Center	205	Kenwood Way	South San Francisco	38	4.61
1	Federal Court	450	Golden Gate Ave	San Francisco	20	2.43
4	Mills Health Center	100	S. San Mateo Dr	San Mateo	17	2.06
1	Chinese Restaurant	6811	Mission St	Daly City	17	2.06
1	Classic Bowling Center	900	King Dr	Daly City	16	1.94
1	Medical (Dialysis)	2000	S. El Camino Real	San Mateo	13	1.58
1	Community Gatepath (Disabilities)	875	Stanton Rd	Burlingame	13	1.58
3	VA Healthcare of Menlo Park	795	Willow Rd	Menlo Park	13	1.58
2	Westlake Shopping Center	45	Southgate Ave	Daly City	11	1.33
1	Stanford Medical Center	875	Blake Wilbur Dr	Palo Alto	10	1.21
1	San Mateo Senior Center	2645	Alameda De Las Pulgas	San Mateo	10	1.21
2	San Bruno Senior Center	1555	Crystal Springs Rd	San Bruno	9	1.09
1	Hillbarn Theater	1261	E. Hillsdale Blvd	Foster City	9	1.09
7	San Mateo Medical Center	222	W. 39th Ave	San Mateo	9	1.09
4	Medical (Psychiatry)	375	89th St	Daly City	8	0.97
1	Loyal Order of Moose Fraternity	776	Bradford Way	Pacifica	8	0.97

2.7 Caltrain Service and Ridership

There are two Caltrain stations located within the project area: the South San Francisco Caltrain Station and the San Bruno Caltrain Station. Both stations are undergoing reconstruction projects in order to increase their accessibility. The current ridership and accessibility for each station is described in detail below.

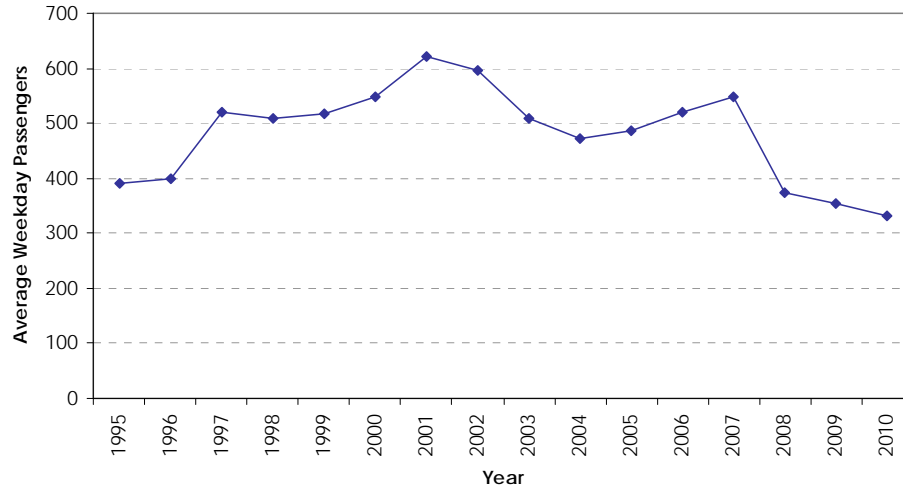
South San Francisco Caltrain Station

The South San Francisco Caltrain Station is the closest Caltrain station to residents living in the South San Francisco portion of the project area. The station is located on Dubuque Avenue about 500 feet north of its intersection with East Grand Avenue, as shown in the Transit Service Overview Map (Map 6) on pg. 34.

Annual Ridership Trends

The Caltrain Annual Passenger Counts of February 2010 show that ridership at the South San Francisco Caltrain Station has fluctuated over the past 15 years and is currently at an all-time low for this period (Figure 7). Specifically, from February 2007 to February 2008 ridership dropped from 548 to 373 weekday boardings, a reduction of 175 boardings (32%). From 2008 to 2009 ridership dropped to 353 weekday boardings, a decrease of 20 boardings (5%). Lastly, from 2009 to 2010 ridership dropped to 332 weekday boardings, a decrease of 21 boardings (6%).

Figure 7: Annual Ridership at the South San Francisco Caltrain Station (1995-2010)



Southbound Travel

According to a Caltrain study in 2001, an average of 134 riders travel southbound from the South San Francisco Caltrain Station during AM peak hours on an average weekday (Figure 8). Of these 134 riders, 21 (16%) disembark at the Redwood City Station, while 12 (9%) disembark at each of the Hillsdale, Mountain View, and Belmont Stations. The next most popular disembarking stations are at Millbrae, San Carlos, California Ave, and Palo Alto, with 10 (7%), 9 (7%), 8 (6%), and 8 of the South San Francisco southbound AM riders, respectively. During AM peak hours, 67 southbound riders from northern stations disembark at the South San Francisco Station.

Traveling southbound during weekday PM peak hours, an average of 246 riders board at the South San Francisco Station (Figure 9). Of these 246 riders, 27 (11%) disembark at the Mountain View Station, 26 (11%) disembark at the San Mateo Station, and 24 (10%) disembark at the Burlingame Station. After these top stations, the next most popular stations for disembarking are at Sunnyvale, Santa Clara, Hillsdale, and San Jose Diridon, with 18 (7%), 18, 14 (6%), and 13 (5%) of the South San Francisco southbound PM riders, respectively. From the northern stations, 81 southbound riders disembark at South San Francisco during PM peak hours.

Significantly more Caltrain riders travel southbound from the South San Francisco Station during PM peak hours than during AM peak hours. As a result, it appears the South San Francisco Station is more of a commute destination than a commute origin. Figure 8 and Figure 9 illustrate this conclusion.

Northbound Travel

There are four Caltrain stations north of the South San Francisco Station. On a typical weekday, an average of 80 riders travel northbound from South San Francisco during AM peak hours. 78 (97%) of these riders disembark at the 4th and King Street Station. From the southern stations, 266 northbound riders disembark at the South San Francisco Station during AM peak hours.

During weekday PM peak hours, an average of 65 riders travel northbound from the South San Francisco Station. 54 (83%) of these riders disembark at 4th and King Street, while 7 (11%) disembark at 22nd Street. During PM peak hours, 162 northbound riders disembark at South San Francisco from southern stations.

Figure 8: Caltrain Destinations from the South San Francisco Station - AM Peak

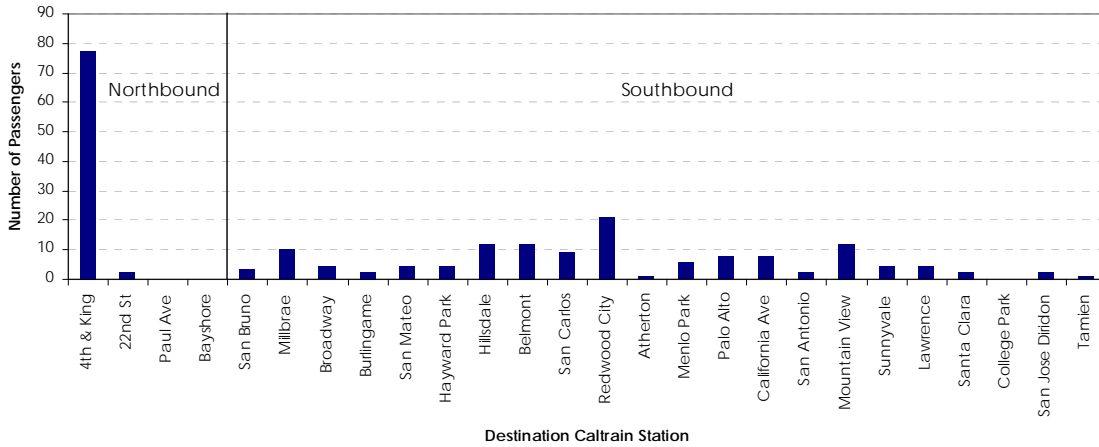
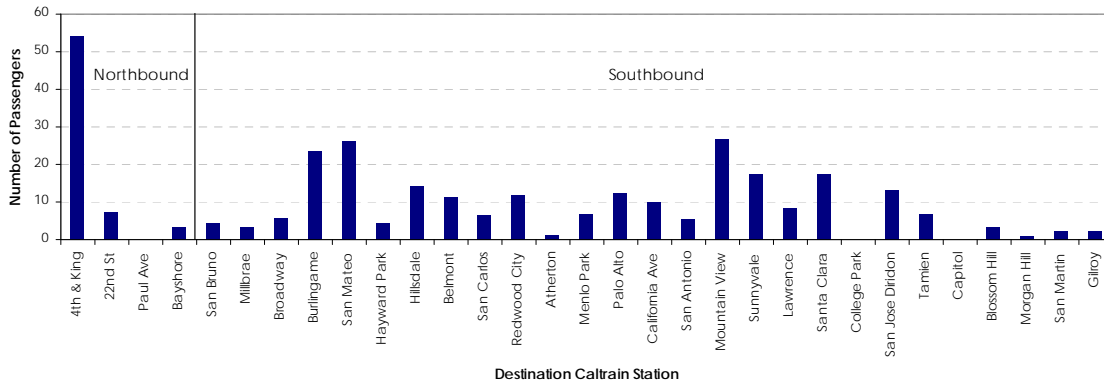


Figure 9: Caltrain Destinations from the South San Francisco Station - PM Peak



Station Access

A major reconstruction project is planned for the South San Francisco Caltrain Station. The updated station will be at the intersection of Grand Avenue and Airport Boulevard, 600 feet south of its current location. The Caltrain Bicycle Access and Parking Plan of 2008¹ states that the new station will benefit from direct access to West Grand Avenue and Airport Boulevard, improving its connection to the South San Francisco Downtown. The new station will feature a grade separated, ADA accessible pedestrian and bicycle underpass. This underpass will provide access to the Caltrain station as well as a connection between the East

¹ Caltrain Bicycle Access and Parking Plan (2008): http://www.caltrain.com/projectsplans/Plans/Bicycle_Access_and_Parking_Plan.html

of 101 Area and the Downtown. As of July 2010, this reconstruction project is on hold due to financial reasons and uncertainty of the California High Speed Rail track placement.

According to the 2003 San Mateo County Station Access Study, the current South San Francisco Caltrain Station has very poor pedestrian and bicycle access. The Study states that the station can only be accessed from three directions via a steep, poorly identified staircase by the East Grand Avenue overpass. The Study also states that access may be possible from the north along Dubuque Avenue, but that the area north of the station is dedicated to light industrial use and is not pedestrian or bicycle friendly.

The Caltrain Annual Passenger Counts of February 2010 show that the South San Francisco Caltrain Station has an average of 34 bicycle boardings and 36 bicycle disembarkings each weekday, accounting for 10% of the 332 and 362 total weekday boardings and disembarkings at the station, respectively. Although this share of bicycle access is higher than the average for all 29 Caltrain stations at 7%, total boardings and disembarkings at the South San Francisco station are relatively low when compared to other Caltrain stations.

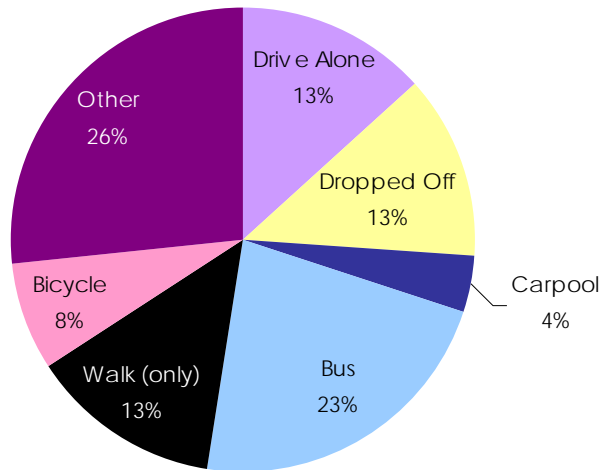
To travel to the current South San Francisco Caltrain Station via public transit, there are four SamTrans routes that residents of the project area can use. However, none of these routes access the station directly; all SamTrans riders heading to the Caltrain station must walk at least 1/2 mile from Linden Avenue or at least 1/3 mile from Airport Boulevard. From the west or the south, residents of the project area can either take SamTrans Route 130 along Grand Avenue, Route 132 along Orange and Grand Avenues, or Route 133 along Spruce Avenue. From the north, project area residents can either take SamTrans Route 132 along Hillside Boulevard and Linden Avenue, Route 130 or 133 along Linden Avenue, or Route 292 along Airport Boulevard.

There are currently three employer shuttles that serve the South San Francisco Caltrain Station during commute hours. The Oyster Point Employer Shuttle, which requires a shuttle pass, runs between the Caltrain Station and the office buildings along Oyster Point Boulevard, Forbes Boulevard, and Eccles Avenue. The Utah-Grand Employer Shuttle, which also requires a shuttle pass, runs between the Caltrain station and the office buildings along East Grand, Littlefield, and Utah Avenues. The Sierra Point Employer Shuttle, which is free for Caltrain riders, runs between the Caltrain Station and the office buildings along Sierra Point Parkway, Marina Boulevard, and Shoreline Court. More information on these shuttles can be found in the Shuttle Service section of this report.

According to the 2003 Station Access Study, the current station has 59 constrained parking spaces for automobiles, and only one automobile entrance that requires a very sharp turn from Dubuque Avenue. There is a dirt lot nearby, owned by the San Mateo County Transportation Authority, that is used for overflow Caltrain parking. There are no clearly marked automobile pick-up and drop-off areas at the station.

A Caltrain survey administered in 2006 found that 23% of all riders accessing the South San Francisco Caltrain Station take a bus to the station, while 13% drive alone, 13% are dropped off, 13% walk the entire way, 8% ride a bicycle, and 4% carpool (Figure 10). The remaining 26% of the surveyed riders reported an "other" mode of transportation, which may refer to one of the shuttles serving the station. A description of these shuttles can be found in the Shuttle Service section of this report.

Figure 10: Mode of Access to the South San Francisco Caltrain Station



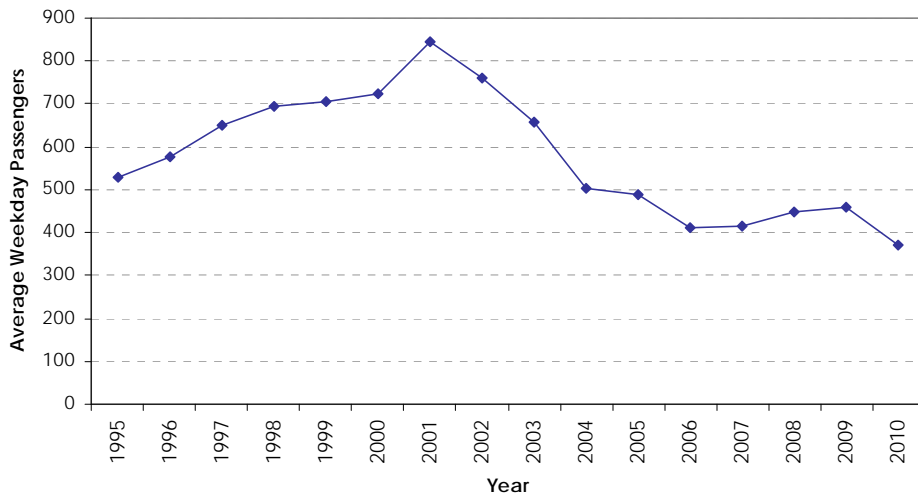
San Bruno Caltrain Station

The closest Caltrain station to residents living in the San Bruno portion of the project area is the San Bruno Caltrain Station. The station is located on Huntington Avenue near its intersection with Sylvan Avenue, as shown in the Transit Service Overview Map (Map 6) on page 25.

Annual Ridership Trends

According to the Caltrain Annual Passenger Counts of February 2010, ridership at the San Bruno Caltrain Station gradually rose from 1995 to 2001, then generally decreased from 2001 to 2010 (Figure 11). Despite a slight increase from 2006 to 2009, ridership at the San Bruno Caltrain Station is also at an all-time low for the 15-year period beginning in 1995. From 2008 to 2009, ridership increased slightly to from 450 to 458 weekday boardings, an increase of 8 boardings (2%). From 2009 to 2010, ridership dropped to 370 weekday boardings, a significant decrease of 88 boardings (19%).

Figure 11: Annual Ridership at the San Bruno Caltrain Station (1995-2010)



Southbound Travel

According to a 2001 Caltrain Study, an average of 392 riders travel southbound from the San Bruno Caltrain Station during AM peak hours on an average weekday (Figure 12). Of these 392 riders, 61 (16%) disembark at the Redwood City Station, while 47 (12%) disembark at Palo Alto, 30 (8%) disembark at Mountain View, and 29 (7%) disembark at Lawrence Expressway. The remainder of the disembarkings are spread mostly between the San Jose Diridon, Sunnyvale, Santa Clara, Belmont, and San Carlos Caltrain Stations, all accounting for 6% of San Bruno southbound AM riders. During AM peak hours, 55 southbound riders disembark at San Bruno from northern stations.

During weekday PM peak hours, an average of 90 riders travel southbound from the San Bruno Station (Figure 13). Of these 90 riders, 10 (12%) disembark at the San Jose Diridon Station, while 8 (9%) disembark at the Palo Alto Station and 7 (8%) disembark at each of the San Mateo, Mountain View, San Carlos, Belmont, and Burlingame Stations. From the northern stations, 138 southbound riders disembark at the San Bruno Station during PM peak hours.

Northbound Travel

From the San Bruno Caltrain Station, an average of 140 riders travel northbound during AM peak hours on an average weekday. Of these 140 riders, 129 (92%) disembark at the 4th and King Street Station. During AM peak hours, 60 northbound riders from the southern stations disembark at the San Bruno Station.

During PM peak hours, an average of 65 riders travel northbound from the San Bruno Station on an average weekday. 47 (73%) of these riders disembark at the 4th and King Street Station, while 9 (15%) disembark at 22nd Street and 5 (7%) disembark at South San Francisco. From the southern stations, 366 northbound riders disembark at San Bruno during PM peak hours.

More Caltrain riders travel southbound from the San Bruno Station during AM peak hours than during PM peak hours. As a result, it appears the San Bruno Station is more of a commute origin than a commute destination. Figure 12 and Figure 13 illustrate this conclusion.

Figure 12: Caltrain Destinations from the San Bruno Station - AM Peak

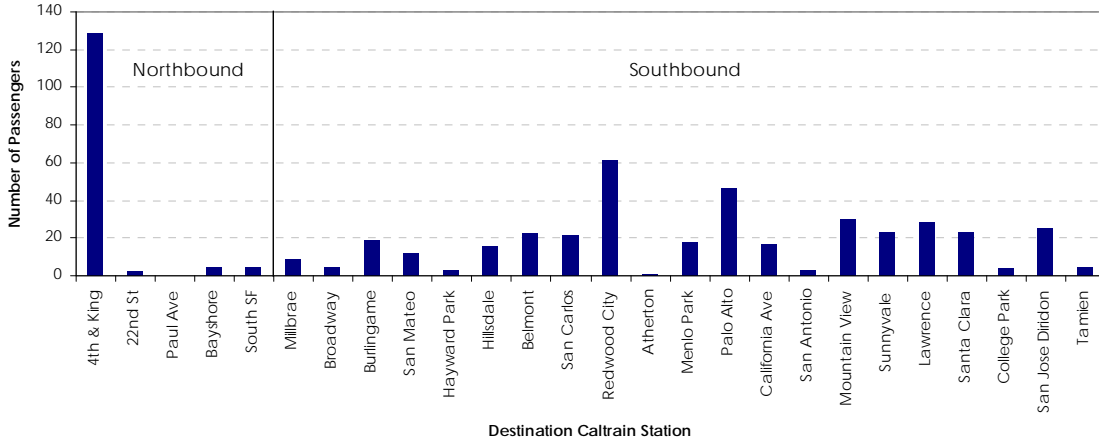
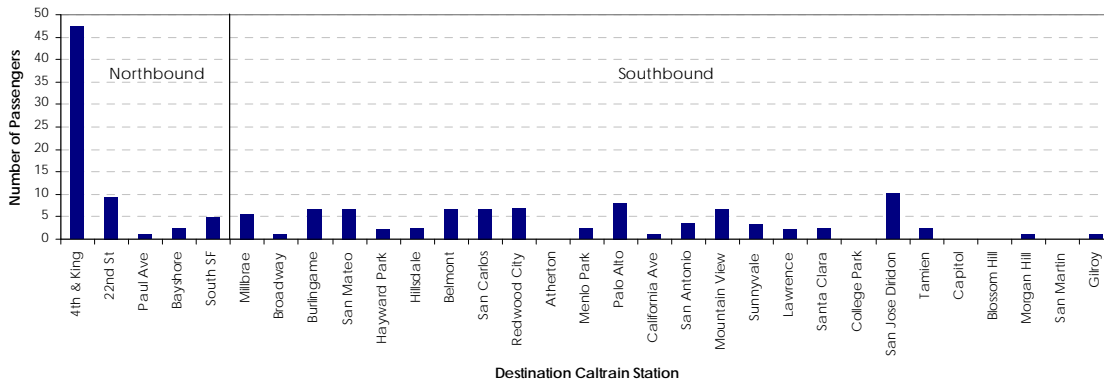


Figure 13: Caltrain Destinations from the San Bruno Station - PM Peak



Station Access

The San Bruno Caltrain Station is also undergoing a major reconstruction project. Referred to as the San Bruno Caltrain Grade Separation Project, the project will relocate the Caltrain station to an above grade location at the intersection of San Mateo Avenue and San Bruno Avenue. The new station will provide pedestrian and bicycle connections to surrounding areas, focusing on southern access to the San Bruno Downtown. **The project is scheduled to begin construction in October of 2010, with an anticipated completion in November of 2012.**

According to a 2003 San Mateo County Station Access Study, the current San Bruno Caltrain Station is located in a pedestrian friendly neighborhood. However, gaps exist between sidewalk and station platforms, requiring pedestrians to use access roadways to reach the

station. There is reasonable bicycle access to the station, as the adjacent streets carry low traffic volumes and slow speeds.

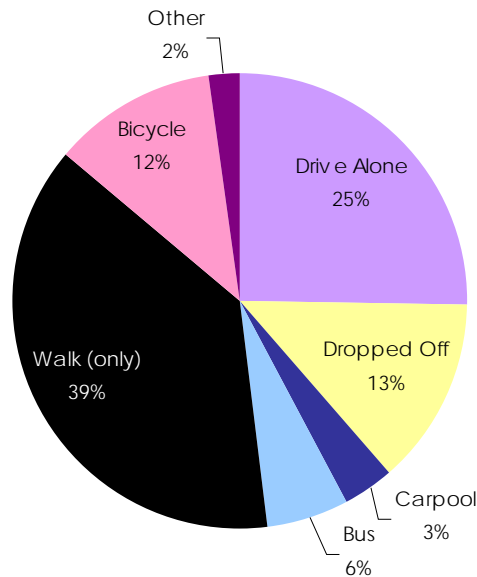
The Caltrain Annual Passenger Counts of February 2010 show that the current San Bruno Caltrain Station has an average of 27 bicycle boardings and 31 bicycle disembarkings each weekday, accounting for 7% and 8% of the 370 and 390 total weekday boardings and disembarkings, respectively. These rates are similar to that of the average of all 29 Caltrain stations; of the 36,778 total weekday boardings/disembarkings at all Caltrain stations, 2,659 (7%) are with a bicycle.

To travel to this station via public transit, residents of the project area can take SamTrans Route 390 or 391 along El Camino Real and walk approximately a third of a mile to the station, or take SamTrans Route 141 south along Huntington and Third Avenues and walk approximately a quarter of a mile to the station. There are currently no shuttles that serve the San Bruno Caltrain Station.

The current San Bruno Caltrain Station has 160 automobile parking spaces located within two parking lots. However, there are no clearly marked automobile pick-up and drop-off areas.

In 2006, a Caltrain survey found that 39% of all riders accessing the San Bruno Caltrain Station walk the entire way to the station. Meanwhile, 25% drive alone, 13% are dropped off, 12% ride a bicycle, 6% take a bus, 3% carpool, and 2% use an “other” mode of transportation. These percentages are illustrated in Figure 14 below.

Figure 14: Mode of Access to the San Bruno Caltrain Station

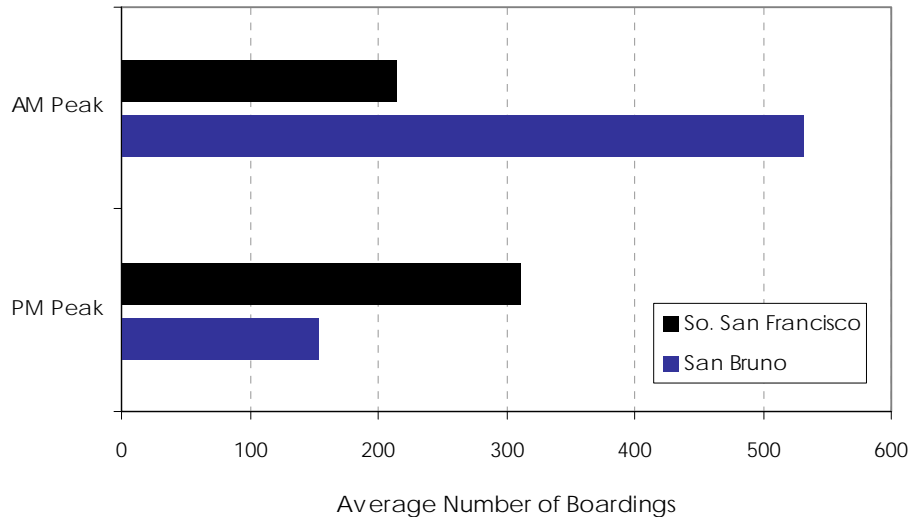


Comparison of South San Francisco and San Bruno Caltrain Boardings

Of the 746 Caltrain riders who board at either of the two Caltrain stations within the project area during AM peak hours, 532 (71%) board at the San Bruno Station while the remaining

214 (29%) board at the South San Francisco Station (Figure 15). During PM peak hours, 311 (67%) of the 466 Caltrain riders who board at either station board at the South San Francisco Station, while the remaining 155 (33%) board at the San Bruno Station. Based on this data, the South San Francisco Caltrain Station appears to be more of a destination than an origin for Caltrain riders, while the San Bruno Caltrain Station appears to be more of an origin than a destination.

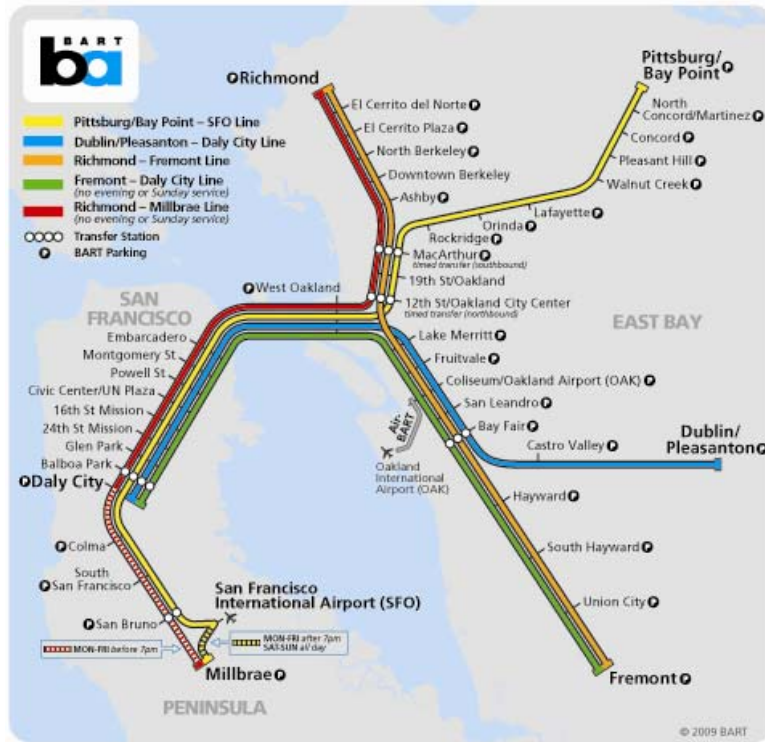
Figure 15: Comparison of AM and PM Peak Boardings at the South San Francisco and San Bruno Caltrain Stations



2.8 BART Service and Ridership

The San Bruno BART Station is located at 1151 Huntington Avenue, between Sneath Lane and Interstate 380 within the San Bruno portion of the project area. The station is adjacent to the Shops at Tanforan to the west, single family residential units to the east and south, and light industrial use to the north. Three BART lines serve the station: the Pittsburg/Bay Point-SFO Line, which serves the station on weekdays and weekends, the Richmond-Millbrae Line, which serves the station on weekdays before 7:00pm, the Pittsburg/Bay Point-SFO/Millbrae Line, which serves the station on weekdays after 7:00pm and on weekends (Figure 16).

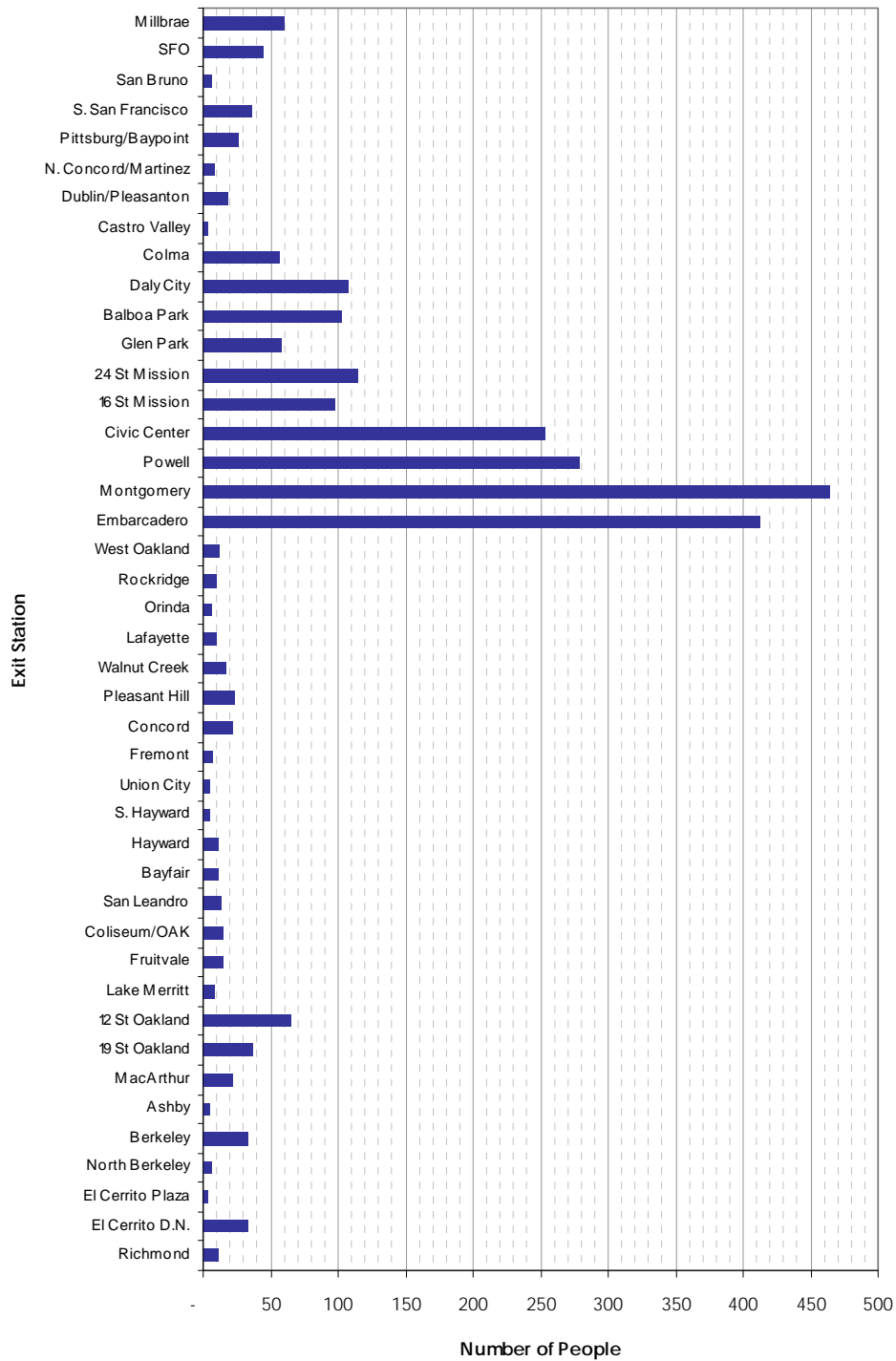
Figure 16: BART System Map



Ridership

According to BART data from June of 2010, the top five destinations of weekday BART riders boarding at the San Bruno BART Station are all within San Francisco. During an average weekday, 464 (18%) of the 2,559 BART riders boarding at the San Bruno Station exit at the Montgomery Street Station, while 413 (16%) exit at the Embarcadero Street Station, 279 (11%) exit at the Powell Street Station, 253 (10%) exit at the Civic Center Station, and 115 (4%) exit at the 24th Street Mission Station (Figure 17). The next most common exit stations are the Daly City Station with 108 riders, the Balboa Park Station with 103 riders, and the 16th Street Mission Station with 98 riders, all of which represent 4% of all 2,559 riders boarding at the San Bruno Station.

Figure 17: BART Destinations from the San Bruno Station - Average Weekday



Of the 329,541 total trips within the BART system on an average weekday, 2,658 (0.8%) of them exit at the San Bruno Station. With 43 BART Stations in all, an average of 7,664 (2.3%) riders exit at each station within the system. In order of most popular exit stations, the San Bruno Station is 41st out of 43 stations.

Station Access

According to a 2003 San Mateo County Station Access Study, pedestrian and bicycle access to the San Bruno BART Station is “fair” from the east and south. Since the station is adjacent to the Tanforan Shopping Center, it is easily accessible from the shops to the west. However, access to the station is challenging from the north and west other than from the Shopping Center, as pedestrians and bicyclists have no direct path and must cross arterial streets.

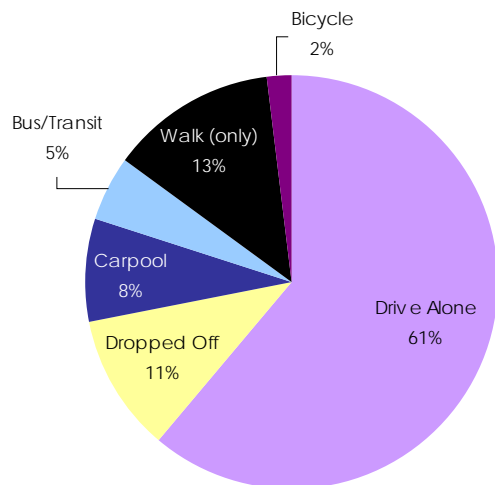
There are six SamTrans routes that serve the San Bruno BART Station: Routes 38, 43, 133, 140, 141, and 391. Residents of the project area accessing the station from the south can take SamTrans Routes 43 or 391 along El Camino Real, or Routes 140 or 141 from Downtown San Bruno. Project area residents accessing the station from the north can take SamTrans Route 133 from Downtown South San Francisco, and Route 38 from the Safe Harbor Shelter.

One shuttle currently serves the San Bruno BART Station. Funded by SamTrans and GAP, the Bayhill BART Shuttle runs between the San Bruno BART Station and the Bayhill Office Park during weekday peak hours. The shuttle is free to employees of the Bayhill Office Park businesses. More information regarding this shuttle can be found in the Shuttle Service section of this report.

Automobile access to the station is “adequate” according to the Station Access Study. There is a large parking structure directly adjacent to the station, accessible via Huntington Avenue. There are also clearly marked automobile pick-up and drop-off facilities just outside the station.

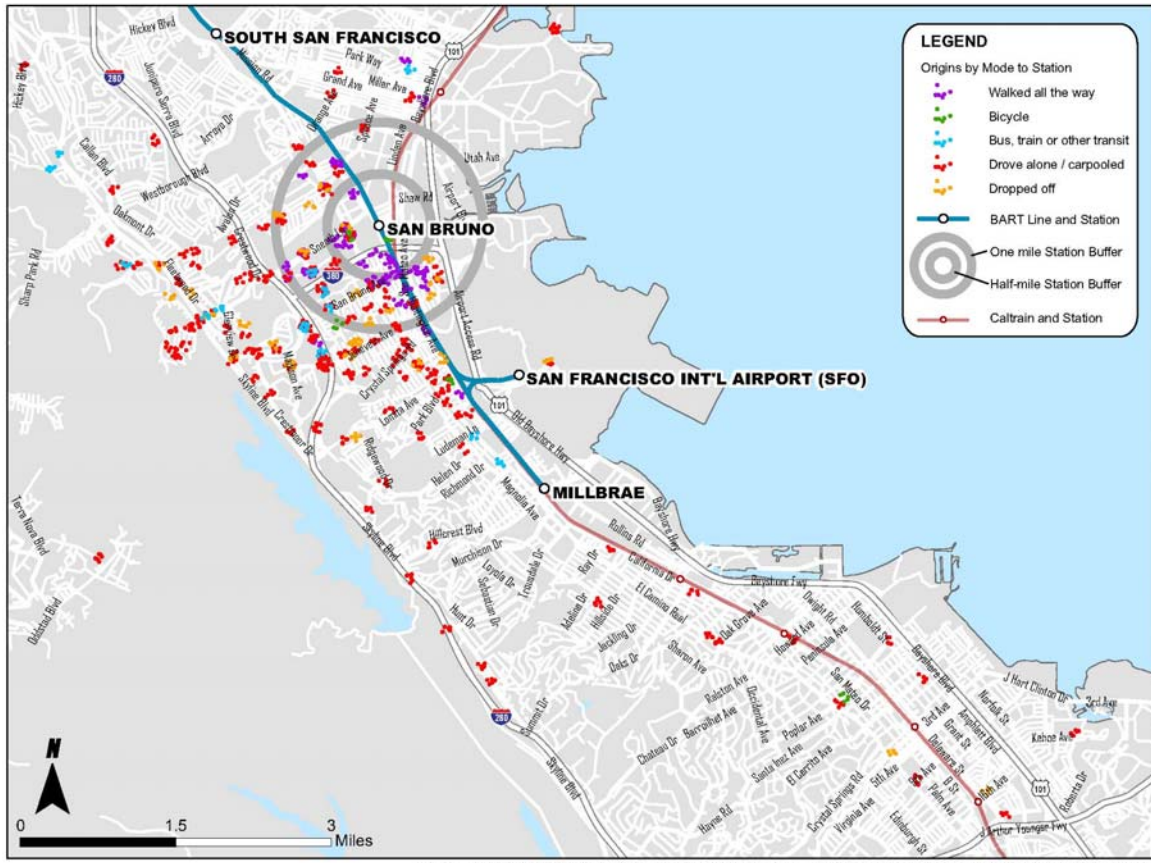
According to a 2008 BART Station Profile Study, 1,652 (67%) of the 2,470 riders entering the San Bruno BART Station on an average weekday are coming from home. Of these riders coming from home, 1,008 (61%) drive alone, 215 (13%) walk the entire way, 182 (11%) are dropped off, 132 (8%) carpool, 83 (5%) take transit, and 33 (2%) ride a bicycle (Figure 18).

Figure 18: Travel Mode from Home Origins to the San Bruno BART Station



Map 11 shows the home locations of BART riders traveling to the San Bruno BART Station from home on an average weekday. The map also displays the mode of travel the riders use to access the station. According to the map, nearly half of the project area residents traveling to the San Bruno BART Station drive alone or carpool, while approximately one third walk, and the remainder are dropped off, ride a bicycle, or take transit.

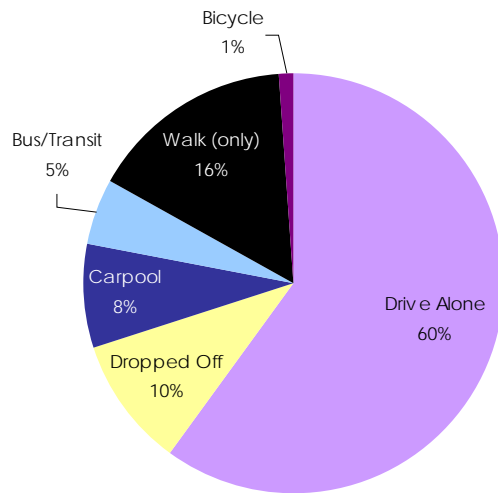
Map 11: Home Locations of San Bruno BART Riders by Mode



Data Sources: ESRI, 2006 BART Station Profile Study (weekday only; data are weighted from survey sample to represent average weekday ridership)

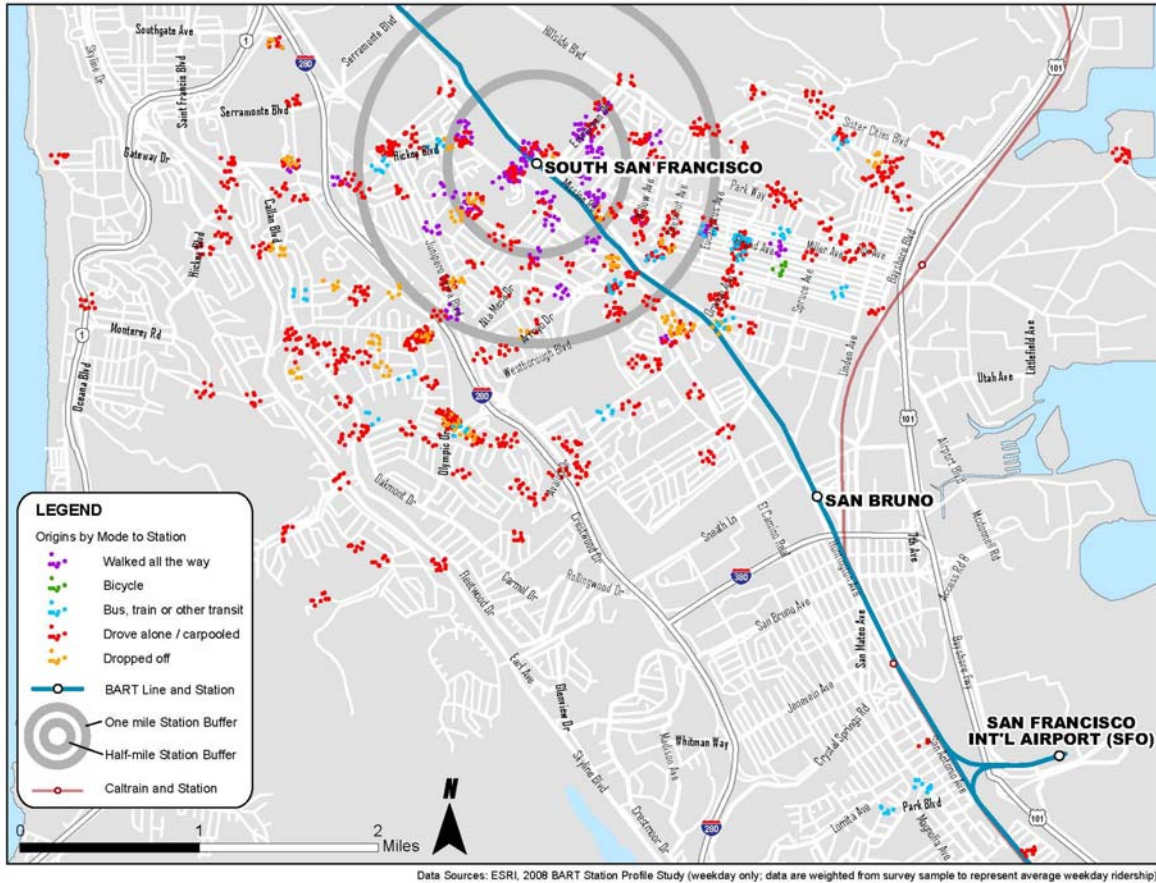
Although it is not in the project area, many residents of the project area travel to the South San Francisco BART Station as well. Of the 3,004 riders entering the South San Francisco Station on an average weekday, 2,429 (81%) are coming from home. Of these riders coming from home, 1,457 (60%) drive alone, 389 (16%) walk the entire way, 243 (10%) are dropped off, 194 (8%) carpool, 121 (5%) take transit, and 24 (1%) ride a bicycle (Figure 19).

Figure 19: Travel Mode from Home Origins to the South San Francisco BART Station



Map 12 shows the home locations of South San Francisco BART riders. The map also displays the mode of travel the riders use to access the station. According to the map, over half of the project area residents traveling to the South San Francisco BART Station drive alone or carpool, while approximately one quarter take transit, and the remainder are dropped off, walk, or ride a bicycle.

Map 12: Home Locations of South San Francisco BART Riders by Mode



2.9 Shuttle Service

According to the San Mateo County Transportation Authority (SMCTA)'s Shuttle Inventory and Analysis Report of June 2010², there are currently nine shuttle routes serving the project area. Three of these shuttles are Commuter Caltrain Shuttles, two are Commuter Caltrain/BART Shuttles, three are Commuter BART Shuttles, and one is a Community Shuttle. All of these shuttles operate on weekdays during morning and afternoon peak hours except for the Community Shuttle, which operates on an "on demand" basis between 11am and 2pm on weekdays. Summary information on these nine shuttles is provided in Table 6, followed by a map of the shuttle routes (Map 13). The average daily boardings for each shuttle are shown in Figure 20 on page 53.

² San Mateo County Shuttle Inventory and Analysis, June 2010:
http://www.smcta.com/pdf/TA_Shuttle_Inventory_Analysis_Final_Report_June-2010_web.pdf

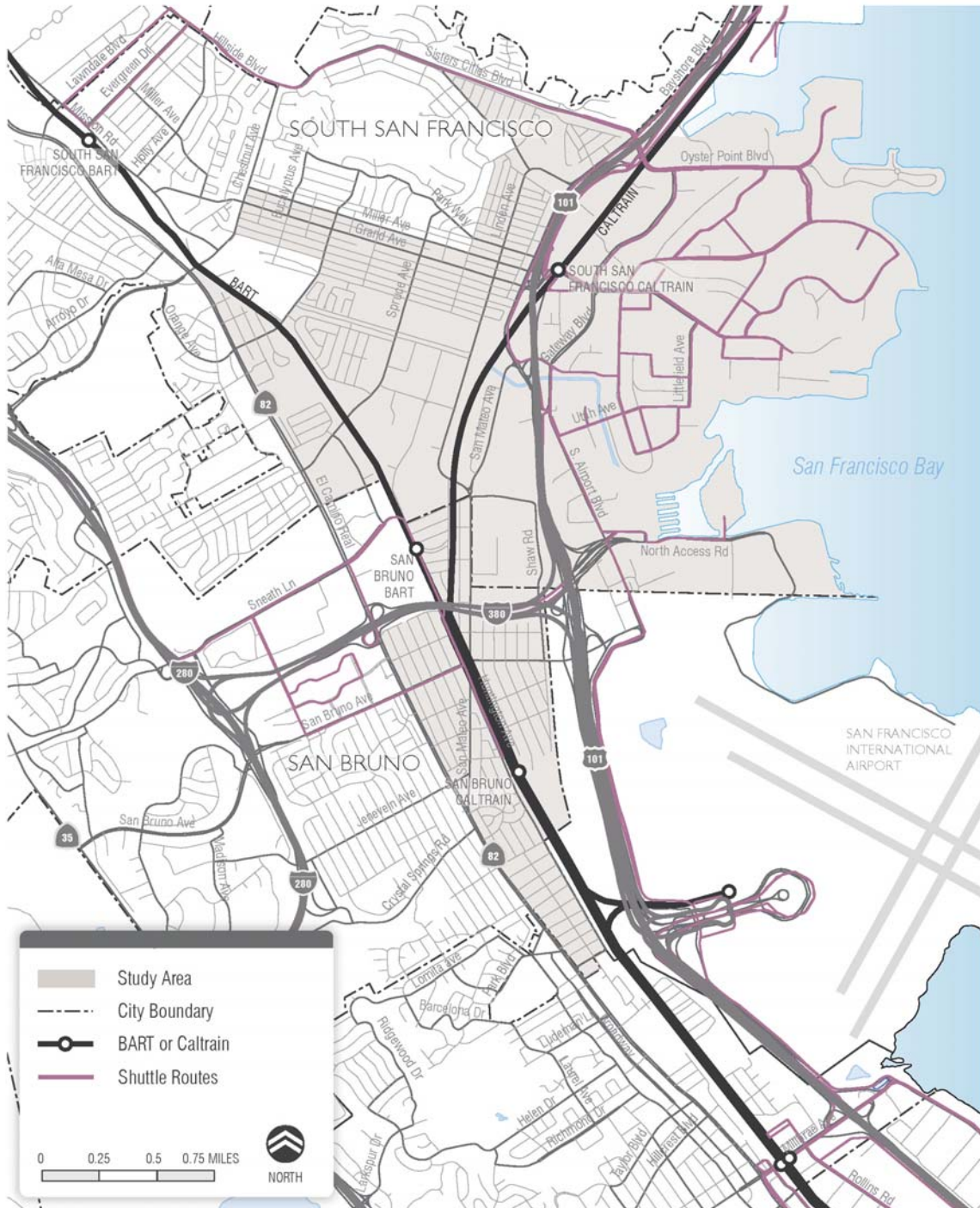
Table 6: Shuttles Serving the Project Area

	Shuttle Description	Frequency	Administration	Funding Source	Cost to Riders
Commuter Caltrain Shuttles					
Oyster Point Area	Serves SSF Caltrain & East of 101 Area businesses at Oyster Pt	30 min	Alliance	SMCTA, C/CAG, employers	Free with employer pass; otherwise \$140/mo.
Utah-Grand Area	Serves SSF Caltrain & East of 101 Area businesses at Utah Ave /Grand Ave	30 min	Alliance	SMCTA, C/CAG, employers	Free with employer pass; otherwise \$140/mo.
Sierra Point Area	Serves SSF Caltrain & East of 101 Area businesses at Sierra Pt	30 min	Sierra Point Employers	SMCTA, San Mateo County, employers	Free for all Caltrain riders
Commuter Caltrain/BART Shuttles					
GenenBus (Main)	Serves Millbrae Intermodal Station & Genentech's Main Campus	15-30 min	Genentech	JPB, Genentech	Free with employer pass
GenenBus (Gateway)	Serves Millbrae Intermodal Station & Genentech's Gateway Campus	15-30 min	Genentech	JPB, Genentech	Free with employer pass
Commuter BART Shuttles					
Bayhill BART	Serves SB BART & Bayhill Office Park	15 min	GAP	SamTrans, GAP	Free for all BART riders
Oyster Point Area	Serves SSF BART & East of 101 Area businesses at Oyster Pt	15-30 min	Alliance	SamTrans, C/CAG, employers	Free with employer pass; otherwise \$140/mo.
Utah-Grand Area	Serves SSF BART & East of 101 Area businesses at Utah Ave/Grand Ave	15-30 min	Alliance	SamTrans, C/CAG, employers	Free with employer pass; otherwise \$140/mo.
Community Shuttles					
SSF Downtown Dasher	Serves East of 101 Area businesses & Downtown SSF	"On demand" 11am – 2pm	City of South San Francisco	City of SSF	Free with reservation

Note:

SSF = South San Francisco, SB = San Bruno,
 SMCTA = San Mateo County Transportation Authority,
 C/CAG = City/County Association of Governments,
 JPB = Peninsula Corridor Joint Powers Board.

SOUTH SAN FRANCISCO/SAN BRUNO



Map 13: Shuttles Serving the Project Area

All three of the Commuter Caltrain Shuttles serving the project area travel between the South San Francisco Caltrain Station and the East of 101 Area businesses at 30-minute frequencies. Both the Oyster Point Area Caltrain Shuttle and the Utah-Grand Area Caltrain Shuttle require

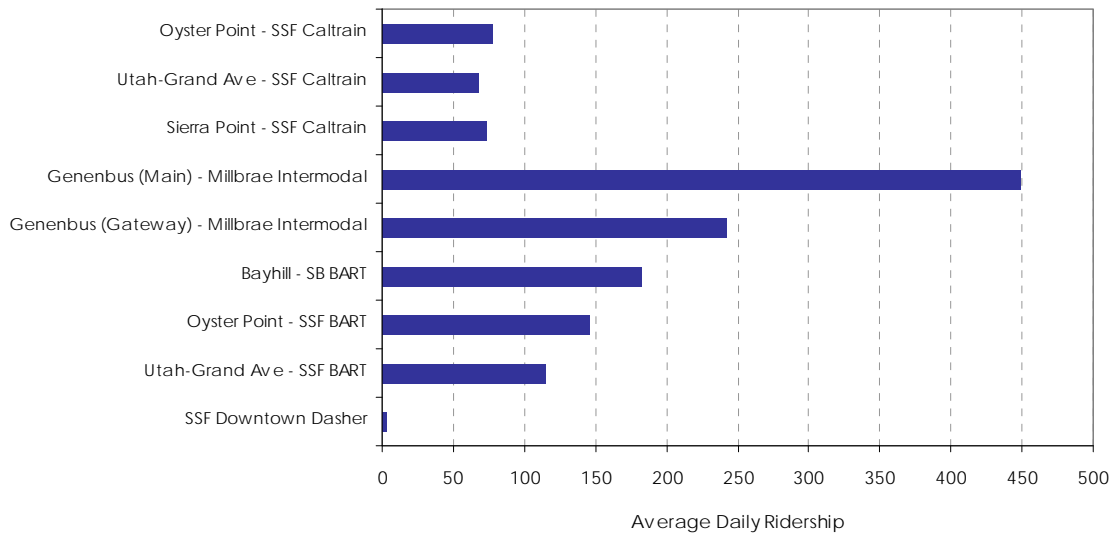
an employer shuttle pass to board, while the Sierra Point Area Caltrain Shuttle is free for all Caltrain riders.

Both of the Commuter Caltrain/BART Shuttles serve the Millbrae Intermodal Station and Genentech in the East of 101 Area. These “GenenBuses” require a Genentech employee badge and run in 15- to 30-minute frequencies.

Of the three Commuter BART Shuttles serving the project area, one directly accesses the San Bruno BART Station. This shuttle, called the Bayhill BART Shuttle, runs between the San Bruno BART Station and the Bayhill Office Park at 15-minute frequencies and is free for all BART riders. The other two Commuter BART Shuttles – the Oyster Point Area BART Shuttle and the Utah-Grand Area BART Shuttle – both travel between the South San Francisco BART Station and the East of 101 Area businesses at 15- to 30-minute frequencies (soon to be 30-minute frequencies only), and require an employer shuttle pass.

There is currently one Community Shuttle serving the project area: the South San Francisco Downtown Dasher. This shuttle takes riders between the East of 101 Area businesses and Downtown South San Francisco between 11am and 2pm on an “on demand” basis, and is free with a reservation.

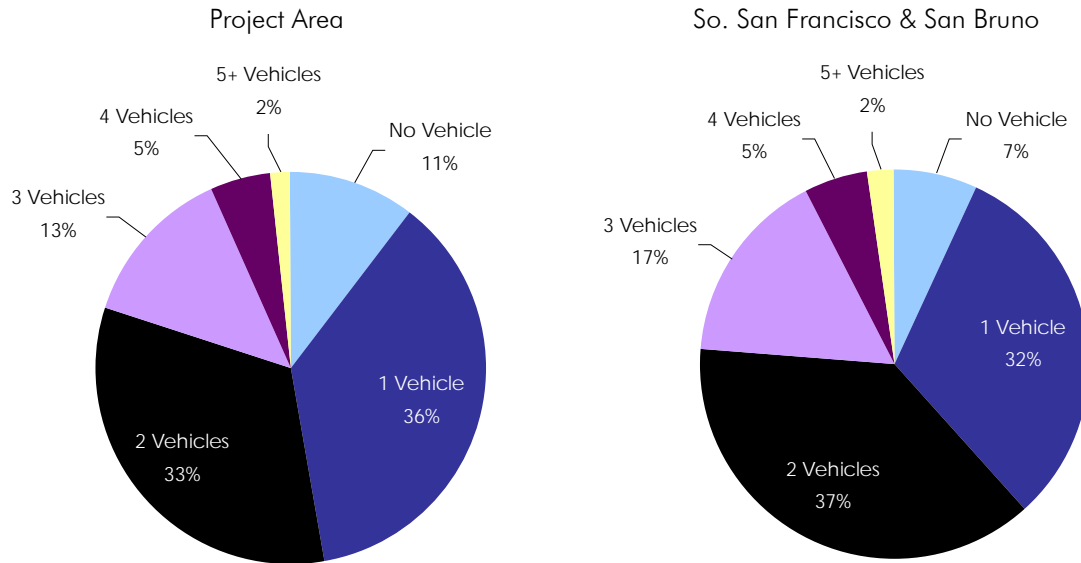
Figure 20: Ridership of Shuttles Serving the Project Area (June 2010)



2.10 Vehicle Availability

Eleven percent (11%) of the households in the project area do not have access to a car, compared to 7% in the Cities and 6% in the County (Figure 21). Taking race into consideration, 17% (365) of the 2,124 Hispanic households in the project area do not have access to a car, while 16% (313) of the 1,969 Caucasian households, 86 (9%) of the 942 Asian American households, and 74 (12%) of the 624 multi-racial households do not have access to a car. Overall, 1,079 households in the project area do not have access to a car; 34% of those households are Hispanic, 29% are Caucasian, 8% are Asian American, and 7% are multi-racial.

Figure 21: Household Vehicle Availability in the Project Area and Cities

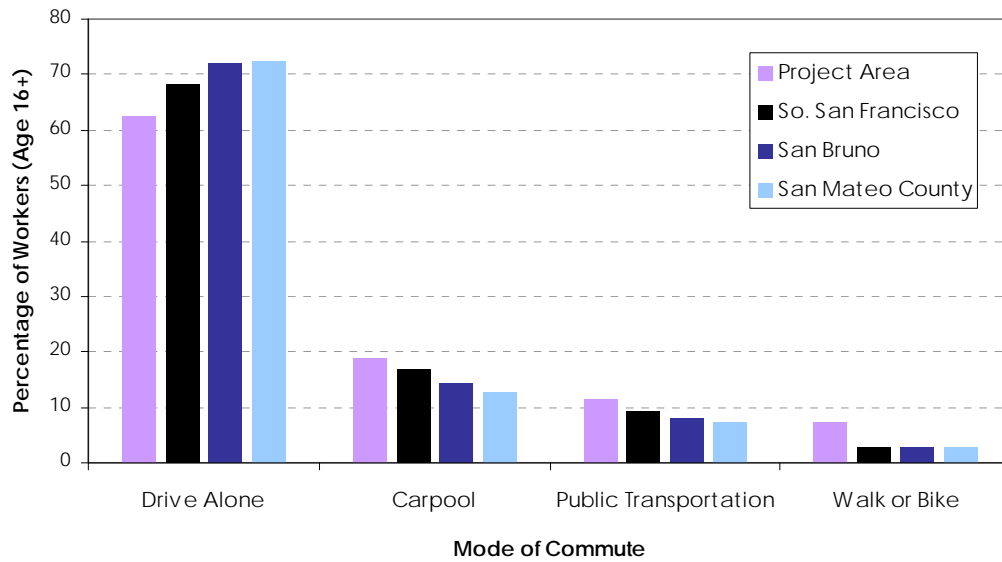


2.11 Mode of Commute

When traveling to work, the use of transportation alternatives other than driving alone is higher among workers living in the project area compared to workers living in the Cities and the County (Figure 22). 2,294 (19%) of the 12,233 workers living in the project area carpool to work, which is relatively high compared to the Cities (16%) and the County (13%). There is also a higher rate of public transit use in the project area: 12% (1,422) of the workers living in the project area use public transit for their commute, while 9% and 7% of workers living in the Cities and the County use public transit to commute, respectively.

The number of workers driving alone to work is lower in the project area than in the Cities and the County. Only 62% of workers living in the project area drive alone to work, while 70% of workers living in the Cities and 72% of workers living in the County drive alone to work. In addition, the rate of workers walking to work in the project area is relatively high at 7%, compared to 3% in the Cities and 3% in the County.

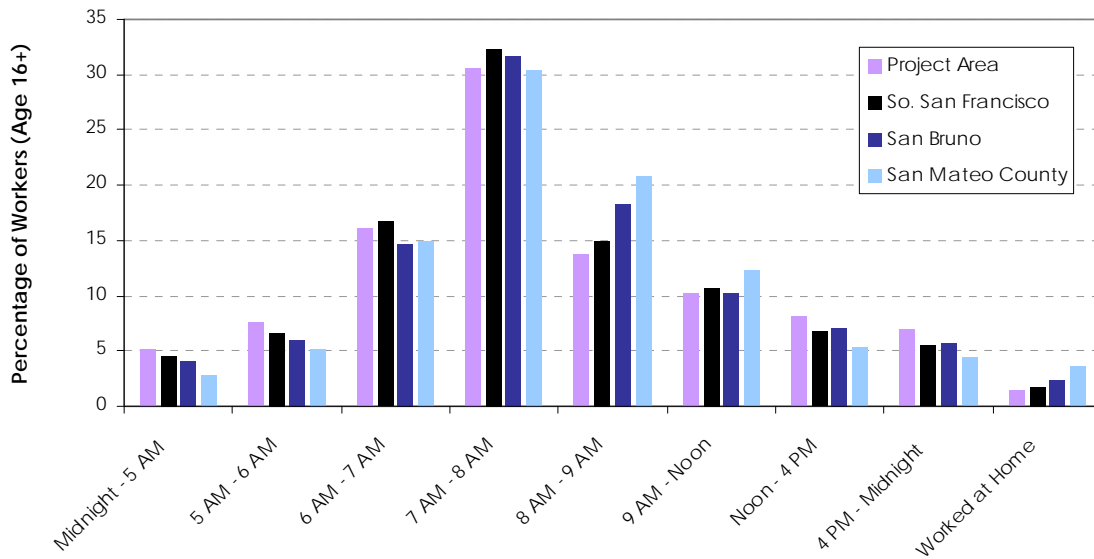
Figure 22: Mode of Commute for the Project Area, Cities, and County



2.12 Time and Duration of Commute

Overall, workers in the project area commute during peak hours less often than workers in the Cities and County. While 60% (7,590) of the 12,551 project area workers over the age of 16 begin their commute during the peak hours of 6:00 to 9:00 AM, 64% of workers in the Cities and 66% of workers in the County begin their commute during this time. Within these peak hours, the most popular commute times for workers in the project area are between 7:00 and 7:30 AM with 17% (2,096) of the workers, and between 7:30 and 8:00 AM with 14% (1,119) of the workers. During off-peak hours, 38% (4,774) of the project area workers begin their commute, compared to 34% of workers in the Cities and 30% of workers in the County. Finally, 2% (187) of the workers living in the project area work at home. These figures are shown in more detail in Figure 23.

Figure 23: Time of Commute for Workers in the Project Area, Cities, and County

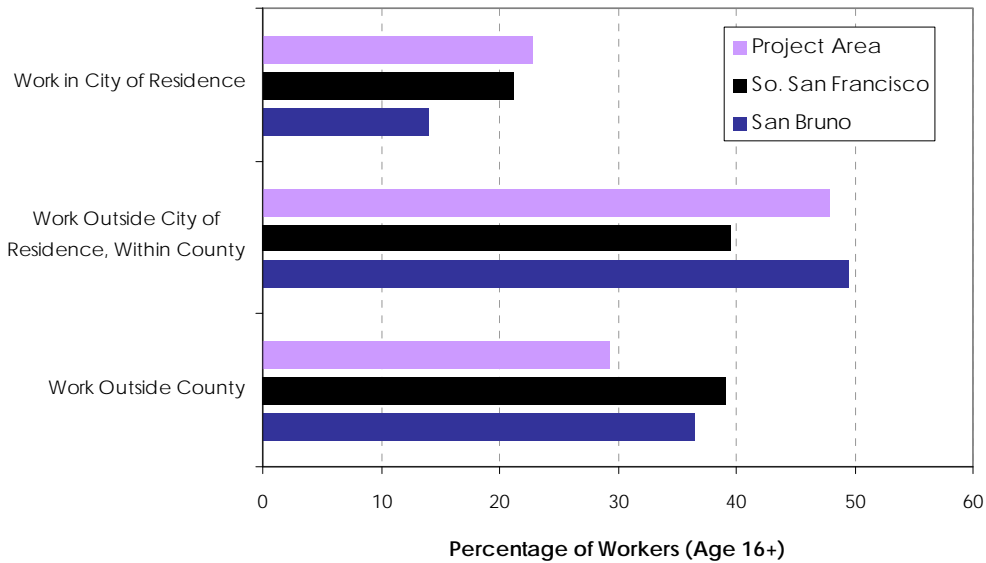


The majority of workers living in the project area have a commute duration of between 10 and 15 minutes: 2,358 (19%) of the 12,364 workers who do not work at home share this commute duration. The next most common commute durations are between 30 and 34 minutes, and between 15 and 19 minutes. These durations account for 2,064 (16%) and 2,053 (16%) of the commuting workers in the project area, respectively. The average commute duration is 25 minutes, which is slightly less than that of the Cities (26 minutes) and the County (27 minutes).

2.13 Place of Work

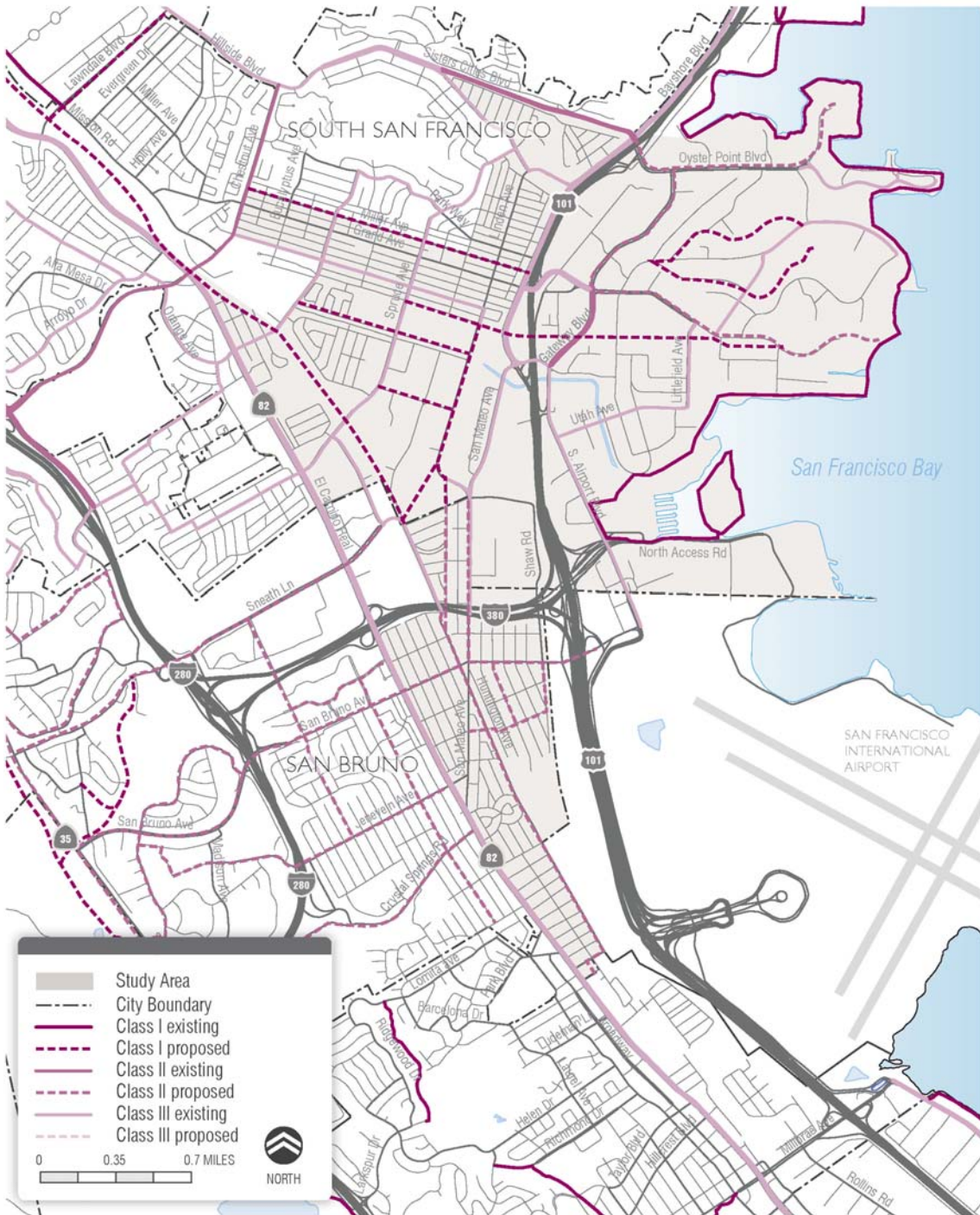
According to the 2000 U.S. Census, 48% of workers over age 16 living in the project area work outside their city of residence, but within San Mateo County. This percentage is similar to that of the City of San Bruno (49%), but greater than that of the City of South San Francisco (40%). Conversely, for project area residents working within their city of residence, the percentage of 23% (2,856 workers) is similar to that of South San Francisco at 21%, but much greater than that of San Bruno at 14%. The percentage of project area workers traveling to work outside San Mateo County is notably less than that of both cities, with 30% (3,686 workers) in the project area compared to 39% and 37% in South San Francisco and San Bruno commuting out of the County, respectively. Figure 24 below illustrates these percentages.

Figure 24: Place of Work for Workers Living in the Project Area and Cities



2.14 Bicycle Amenities

The project area contains several Class III bikeways, or on-street bicycle routes indicated only by signage and shared by bicycles and motor vehicles. There are very few Class II bikeways (on-street bicycle lanes) and no Class I bikeways (bicycle paths providing a separate right-of-way for exclusive bicycle and pedestrian use) within the project area. However, the City of South San Francisco General Plan (1999) and the City of San Bruno General Plan (2009) both propose numerous bikeways within the project area. In addition, South San Francisco is has recently adopted its first Bicycle Master Plan. Map 14 shows all existing and proposed bikeways within the project area.



Map 14: Existing and Proposed Bikeways Serving the Project Area

Chapter 3 - City and County Development Projects and Plans

The project area includes the downtown areas of both the City of South San Francisco and the City of San Bruno. These downtowns are identified in several planning documents as areas with great development potential. For both cities, redevelopment of these areas has already begun to take place, as shown by the Development Project sections below. It is also noted that these cities' downtowns have the potential to capitalize on the economic benefits of their close proximity to the employers east of US Highway 101, as well as the thousands of employees and travelers at the San Francisco International Airport. In addition, the Cities' and County's plans identify numerous opportunities in which mobility could be improved for pedestrians, bicyclists, and transit riders.

3.1 City of South San Francisco Development Projects

The City of South San Francisco is moving forward with numerous development projects within the project area, which could impact the transportation needs of project area residents. The following projects are located within the project area (Map 15), and are listed in order of their completion status. This information is current as of July 2010.

Recently completed projects:

- Oak Avenue Affordable Housing – Grand Avenue and Oak Avenue (2007)
 - 43 apartment units
- Lowe's Home Improvement Center – 600-790 Dubuque Avenue (2008)
- Emergency Operations Center – 480 North Canal Street (April 2010)
 - Key police, fire, public works, and other city department personnel on site; serves as a command center during emergency situations (earthquakes, flooding, etc.)

Projects currently under construction:

- Miller Avenue Parking Structure – 329 Miller Avenue (began July 2009)
 - 254 parking stalls, ground floor commercial and office space
- Terrabay Specific Plan Phase II/III – west of US 101 fronting Airport Blvd
 - South Tower and parking garage completed, North Tower to be constructed
 - Commercial use, performing arts center, childcare center

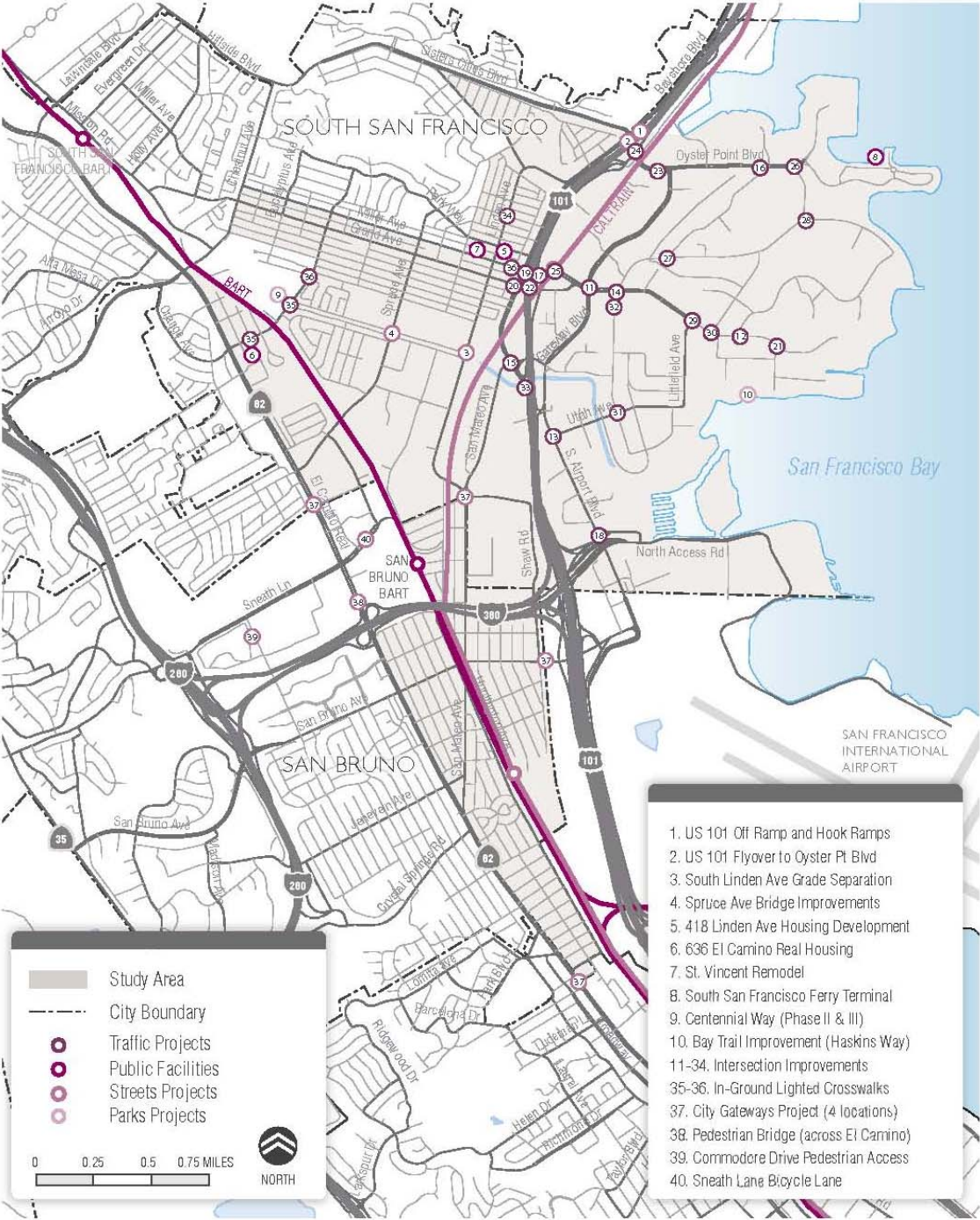
Projects approved for construction:

- SFO Logistics Center – 1070-1080 San Mateo Avenue
 - Conversion of single-tenant industrial building to multi-tenant facility
- 111 Chestnut Avenue
 - 8 condominium units

Projects under review or in planning stages:

- Mid-Peninsula Mixed Use – 636 El Camino Real (proposed April 2010)
 - Commercial ground floor, 107 condominium units above, subterranean parking
- New Caltrain Station – Airport Blvd and Grand Ave (in planning stages)
 - Direct pedestrian access from Downtown and east of US 101

SOUTH SAN FRANCISCO/SAN BRUNO



Map 15: Planned Capital Improvement Projects

3.2 City of South San Francisco Plans

Several of the plans developed by the City of South San Francisco are relevant to the project area. Among these plans are South San Francisco's General Plan, El Camino Real/Chestnut Avenue Area Plan, East of 101 Area Plan, Urban Design Charrette, and Bicycle Master Plan.

General Plan³

South San Francisco's current General Plan was adopted in 1999. The General Plan presents a vision for the City's long-range physical and economic development, as well as strategies and implementing actions that aid in achieving the vision. Within the Transportation Element of the General Plan, there are several Guiding Policies and Implementing Policies relevant to this Community-Based Transportation Plan. These relevant policies are listed below:

Guiding Policies:

- Undertake efforts to enhance transportation capacity, especially in growth and emerging employment areas such as in the East of 101 area
- Improve connections between different parts of the City, especially between areas west and east of US 101 (currently limited to streets that provide freeway access) – this would free up capacity along streets such as Grand Avenue and Oyster Point Blvd that provide access to US 101
- Strive to maintain LOS D or better on arterial and collector streets, at all intersections, and on principal arterials in the Congestion Management Program during peak hours
- Develop a comprehensive and integrated system of bikeways that promote bicycle riding for transportation and recreation
- Provide safe and direct pedestrian routes and bikeways between and through residential neighborhoods, and to transit centers
- Continue to expand shuttle operations in partnership with employers
- Promote local and regional public transit serving the City

Implementing Policies:

- Extension of S. Linden Avenue to Sneath Lane to dramatically increase access to Lindenville, to allow trucks to access I-380 without going through Downtown, and to ensure connection between Downtown and the San Bruno BART Station
- Extension of Railroad Avenue from S. Linden Avenue to E. Grand Avenue, following the general alignment of an abandoned railroad right-of-way (would be the first non-freeway connection between areas east and west of US 101); a bikeway should also be considered
- New interchange at Victory Avenue and US 101 to allow for direct access between Lindenville and the freeway
- Prepare and adopt a Bikeways Master Plan
- Undertake a program to improve pedestrian connections between rail stations and their surroundings

³ South San Francisco General Plan website: <http://www.ci.ssf.ca.us/index.aspx?nid=360>

- Favor Transportation System Management programs that limit vehicle use over those that extend the commute hour
- Develop a Downtown multi-modal transit center southeast of the Grand Avenue/Airport Blvd intersection, with a relocated Caltrain Station as its hub (include: direct pedestrian access from Downtown, shuttle drop-offs and pedestrian access from businesses east of the station, SamTrans bus and taxi drop-off patrons from bus routes along Airport Blvd, and clear visibility from Downtown and Grand Avenue)
- Explore feasibility of a shuttle between the Downtown/multi-modal station and the South San Francisco and San Bruno BART Stations (possibly free to riders)
- Encourage SamTrans to increase the shuttle or bus service to the East of 101 area to better serve the area's growing employment base

El Camino Real/Chestnut Avenue Area Plan⁴

The El Camino Real/Chestnut Avenue Area Plan is the City's most recent plan relating to the project area. It was presented for review in June of 2010, and is **currently pending approval**⁵. Although the Area Plan concerns an area that is mostly just outside the project area, it potentially provides residents of the project area with enhanced pedestrian and bicycle access to El Camino Real via Chestnut Avenue. It also proposes new mixed-use buildings along Chestnut Avenue and El Camino Real, which possibly include a new library that would benefit residents of the project area.

East of 101 Area Plan⁶

The East of 101 Area Plan was adopted in July of 1994, and concerns the section of South San Francisco that is located east of US Highway 101 and north of the San Francisco International Airport. The Area Plan describes several land use, circulation, and design goals that are relevant to this Community-Based Transportation Plan. These relevant goals are listed below:

Land Use Goals:

- Promote planned industrial, office, and commercial uses in the East of 101 Area, and discourage other uses that would be inconsistent with these uses
- Promote development that creates quality jobs for South San Francisco
- Encourage the use of downtown South San Francisco as a commercial center for those employed in the East of 101 Area

Circulation Goals:

- Minimize vehicular circulation impacts
- Maintain acceptable levels of transportation systems by achieving an appropriate balance between system improvements and development transportation demands

⁴ El Camino Real/Chestnut Avenue Area Plan:

<http://ca-southsanfrancisco.civicplus.com/DocumentView.aspx?DID=1401>

⁵ **UPDATE FOR FINAL CBTP**

⁶ East of 101 Area Plan:

<http://ca-southsanfrancisco.civicplus.com/DocumentView.aspx?DID=779>

- Actively use the time during which adequate transportation capacity exists in the East of 101 Area to find transportation solutions that allow for continuing development of the area
- Encourage and support transportation modes other than single-occupancy automobiles including ridesharing, bicycling, walking and transit
- Develop a program of bicycle circulation improvements to create a full bicycle network consisting of Class III bike routes, Class II bike lanes, and Class I bike paths
- Promote the use of transit – both public and private – to and within the East of 101 Area

Design Goals:

- Promote public access to the San Francisco Bay Trail and to views of the bay

Urban Design Charrette: Downtown Design Strategies⁷

The Downtown Design Strategies developed in South San Francisco’s Urban Design Charrette were released in March of 1998. The Strategies were the result of a one-day event in which residents, community leaders, and planners gathered to discuss ways in which the City could improve the design of its downtown. Many of the strategies in the Transportation and Circulation section are pertinent to this Community-Based Transportation Plan, and are listed below:

- Install parallel parking on the south side of Grand Avenue
- Eliminate cut-in parking spaces in favor of sidewalk amenities and cafes; add decked parking in lots on Miller and Baden Avenues
- Develop a streetcar or shuttle along Grand Avenue
- Slow cars with cobbled paving
- Prohibit driveways or parking entrances from Grand Avenue
- Truck and through-traffic would be concentrated on Miller and Baden Avenues; Grand Avenue would be a destination point for shoppers

Bicycle Master Plan

The Bicycle Master Plan was adopted by the City Council in February 2011. It is South San Francisco’s first Bicycle Master Plan, and amends the City’s General Plan. The Bicycle Master Plan identifies existing bicycle facilities, required future bicycle facilities, and a prioritized list of improvements. It will also allow South San Francisco to apply for bicycle improvement grants from the state.

3.3 City of San Bruno Development Projects

The City of San Bruno is nearing completion of a major residential and commercial development project at El Camino Real and Interstate 380, called The Crossing. In addition, the City has approved a mixed-use project to be built on San Mateo Avenue within San Bruno’s downtown, and is in the planning stages of two more mixed-use projects in the area. These mixed-use developments encourage alternative modes of transportation such as walking, bicycling, and transit, and can affect the transportation needs of residents throughout

⁷ Urban Design Charrette: Downtown Design Strategies:
<http://ca-southsanfrancisco.civicplus.com/DocumentView.aspx?DID=775>

the project area. Listed below are the details of San Bruno's current development projects as of July 2010:

- The Crossing Parcels 3 & 4 – El Camino Real at I-380
 - STATUS: apartment building complete, condominium building nearing completion
 - 350 residential units within 2 five-story buildings, 2 levels of subterranean parking
- Downtown Mixed-Use Project – 406-418 San Mateo Avenue
 - STATUS: approved January 2009
 - Demolition of old theater and three bars to construct a mixed-use building with 48 condominiums and parking
- Camino Plaza Mixed-Use Project – southwest corner of San Bruno Avenue and El Camino Real
 - STATUS: in planning stages
 - Commercial space and 100-200 residential units
- Downtown Gateway – San Bruno Avenue and El Camino Real
 - STATUS: in planning stages
 - Residential and retail developments

3.4 City of San Bruno Plans

There are currently two plans developed by the City of San Bruno that are relevant to the project area: the General Plan and the Downtown and Transit Corridors Plan. Both plans are very current, and guide future development and transportation within much of the project area.

General Plan⁸

The City of San Bruno adopted its current General Plan in March of 2009. The General Plan promotes balanced development, conserving existing neighborhoods while revitalizing Downtown and areas around the San Bruno Caltrain and BART stations.

The General Plan identifies eleven gateways to the City – five of which are located within the project area. These five gateways are located at the following locations:

- El Camino Real at the northern and southern city limits
- San Mateo Avenue at the northern city limit
- Interstate 380 at the eastern city limit
- San Bruno Avenue at the eastern city limit

The General Plan also identifies numerous Guiding Policies and Implementing Policies in its chapter on transportation. Of these policies, those that are relevant to this Community-Based Transportation Plan are listed below:

Guiding Policies:

⁸ San Bruno General Plan website: http://www.sanbruno.ca.gov/comdev_generalPlan.html

- Provide for efficient, safe, and pleasant movement for all transportation modes: vehicles, bicycles, transit, and pedestrians
- Provide efficient local transit, such as a shuttle system, to the BART and Caltrain stations to avoid dependence on individual motor vehicles
- Protect residential areas from congestion and associated noise resulting from BART and Caltrain spillover traffic
- Expand the existing bus network to provide convenient and efficient public transit to employment centers, shopping areas, parks, and other key destinations
- Develop and maintain a comprehensive bicycle network within San Bruno, providing connections to BART and Caltrain, surrounding cities, employment and shopping areas, and natural areas
- Develop a safe, convenient, and continuous network of sidewalks and pedestrian paths within the City
- Coordinate the City's transportation network and improvements with surrounding cities, agencies, and San Mateo County

Implementing Policies:

- Develop incentives for the San Bruno government and private employers to institute staggered working hours, compressed work weeks, home-based telecommuting, car pooling, use of transit, alternative fuel vehicles, and bicycling to employment centers to reduce vehicle miles traveled and the associated traffic congestion and air pollution
- Encourage major employers of the City to provide shuttle service for employees from worksite to food service establishments, commercial areas, and transit stations in order to reduce automobile trips
- Provide assistance to regional and local ride-sharing organizations, and advocate legislation to maintain and expand incentives (tax deductions/credits, etc.)
- Improve signage and access at the intersection of San Mateo Avenue, Taylor Avenue, and El Camino Real
- Create a pedestrian-friendly environment surrounding the BART and Caltrain stations by installing additional street trees, lighting, signage, and widening sidewalks along streets adjacent to those stations
- Support the Caltrain Grade Separation Project, featuring the relocation of the Caltrain station above grade at the San Mateo Avenue/San Bruno Avenue intersection, and provide bicycle and pedestrian connections to surrounding areas with prominence given to access south to Downtown
- As rail capacity increases with expanded BART and Caltrain service, install pedestrian safety measures (clear markings, safety gates, alternative routes, overcrossings) at all at-grade railway crossings in the City, and provide safe pedestrian undercrossings at grade-separated locations
- Improve multi-modal access (specifically for pedestrians, cyclists, and transit passengers) to the BART and Caltrain stations through improvements along Huntington Avenue
- Incorporate a dedicated pedestrian crossing and flashing street markers at the new four-way signal installed on El Camino Real connecting The Crossing with The Shops at Tanforan and the San Bruno BART station
- Consider developing a shuttle service to provide reliable, consistent, and convenient access between the BART and Caltrain stations and other destination within the City,

- including Bayhill Office Park, Skyline College, Downtown, schools and neighborhoods in the western and southern portions of the City
- Publicize all routes that provide non-auto access to the BART and Caltrain station areas, such as the GAP Inc. shuttle, bicycle routes, etc.
 - Work with SamTrans to schedule the routing of public transit in San Bruno so that a majority of residents are within walking distance of transit stops
 - Work with SamTrans to design the local bus transit system for maximum passenger satisfaction, safety, comfort, convenience, and privacy
 - Encourage SamTrans to configure bus transit service to serve connections with other transit systems (BART, Caltrain, SFO, and other bus lines)
 - Work with SamTrans to design the local bus transit system to serve transportation-dependent groups, including low income families that do not own an automobile, the elderly, youths, the handicapped, and others
 - Work with SamTrans to route large buses on arterials rather than collector and local streets, and utilize smaller vehicles through residential areas
 - Work with SamTrans to plan the local system with built-in flexibility for increases in service in accordance with increases in demand; coordinate with local school districts on possible joint transit usage
 - Work with SamTrans to locate transit stops directly adjacent to buildings with retail frontage, rather than severed by large parking lots
 - Design arterial and collector streets to facilitate safe pedestrian crossings to transit stops; provide crosswalks at all signalized arterial intersections
 - Encourage installation of bus shelters, appropriate for year-round weather, to provide comfortable, safe waiting areas for SamTrans riders
 - Continue to work toward dedication and installation of bicycle lanes throughout the City; implement bicycle route improvements (signage, striping, paving, and provision of bicycle facilities) at employment sites, shopping centers, schools, and public facilities
 - Install safety improvements for pedestrian crossings along El Camino Real (bulb-outs at corners, crossing medians, signal synchronization, etc.)

Downtown and Transit Corridors Plan⁹

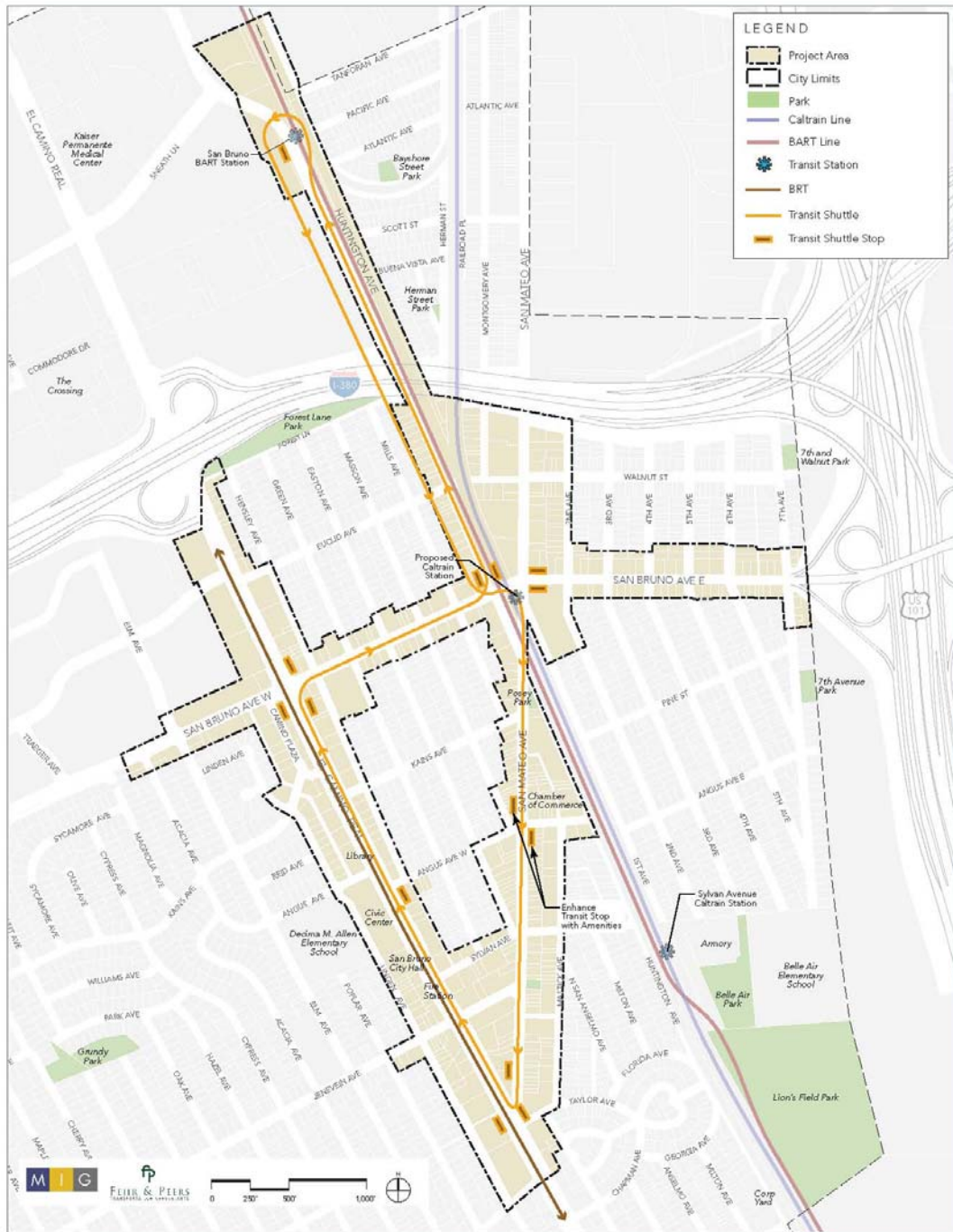
The City of San Bruno is still finalizing its Downtown and Transit Corridors Plan. A draft of the Corridors Plan was released in June of 2010. Although it is still in drafting stages, the Corridors Plan concerns much of the project area and is very relevant to this Community-Based Transportation Plan. All five of the transit corridors discussed in the Corridors Plan are located within the project area. These five corridors are:

- San Mateo Avenue from El Camino Real to San Bruno Ave
- The Station Area bounded by San Bruno Avenue, I-380, 2nd Avenue, and the train tracks
- Huntington Avenue from San Bruno Avenue to the BART station
- San Bruno Avenue from Elm Avenue to 7th Avenue
- El Camino Real from Crystal Springs Road to I-380

⁹ Downtown and Transit Corridors Plan website: <http://planbruno.org/>

The Downtown and Transit Corridors Plan focuses on increasing access and mobility for pedestrians, bicyclists and transit users, while balancing the needs of vehicles. The Corridors Plan also seeks to improve connections between San Bruno and the San Francisco International Airport in order to capitalize on the economic benefits of thousands of airport employees and travelers.

The Corridors Plan lists three improvement strategies related to transit. The first of these strategies is to implement a transit circulator shuttle route between Downtown and the BART and Caltrain stations, with a possible second shuttle serving SFO as well. The shuttle would circulate at frequent and regular intervals during peak commute hours, and three to four times per hour during off-peak hours. The Corridors Plan suggests that the shuttle use some of the existing SamTrans bus stops, with new stops located near the intersections of El Camino Real and San Mateo Avenue, El Camino Real and San Bruno Avenue, and San Bruno and Huntington Avenues. Map 16 shows the proposed shuttle route.



Map 16: Proposed San Bruno Transit Circulator Shuttle

The second transit improvement strategy is to enhance bus stop waiting areas using appropriate amenities including shelters, benches, lighting, and real-time passenger information. These amenities would improve the overall comfort and safety of transit riders, as most stops in the area currently consist of a sign with no amenities. The Corridors Plan mentions that these added amenities would be especially helpful along San Mateo Avenue,

San Bruno Avenue, and El Camino Real. Lastly, the third transit improvement strategy is to promote opportunities to grow transit ridership wherever possible.

There are four bicycling improvement strategies discussed in the Corridors Plan. These strategies are summarized as follows:

- Develop a network of bicycle priority streets, including bicycle boulevards
- Add bicycle lanes on streets with available right-of-way and higher traffic volumes, especially along Huntington Avenue north of San Bruno Avenue
- Develop a bicycle trail connection across US 101 to the San Francisco Bay Trail, potentially along San Bruno Avenue or via a new US 101 pedestrian and bicycle overpass
- Implement bicycle parking requirements

The Corridors Plan also discusses four walking improvement strategies:

- Promote a “complete streets” strategy for the City’s five Transit Corridors
- Increase pedestrian comfort by adding bulb-outs and refuge islands
- Add new crosswalks and enhance existing crossings, including:
 - Raised crosswalks on San Mateo Avenue for a more walkable Downtown
 - New crossings on El Camino Real at Angus and Kains Avenues
- Promote walking connections from surrounding neighborhoods to the Downtown core

The Downtown and Transit Corridors Plan estimates that its strategies will increase daily pedestrian trips by approximately 1,300 trips, daily transit trips by 870 trips, and daily bicycle trips by 430 trips. It also estimates that nearly 10% of all daily trips created by new development will be taken by transit, whereas only 5% of all daily trips in San Mateo County are by transit, as found by the Metropolitan Transportation Commission’s Bay Area Travel Study in 2000.

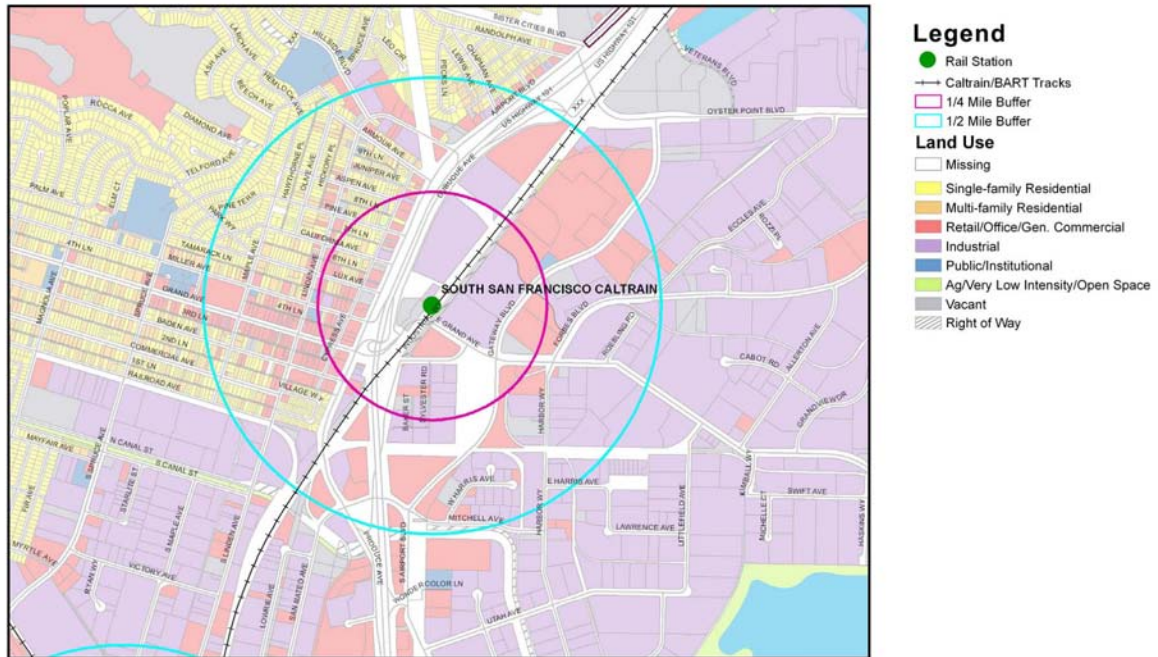
3.5 San Mateo County TOD Opportunity Study¹⁰

The San Mateo County Transit-Oriented Development (TOD) Opportunity Study was released in July of 2007. The Study identified both the South San Francisco and San Bruno Caltrain Station areas (defined as the region within half a mile of the Station) as areas deserving more detailed analysis, strategies, and action plans for TOD. The Study found that in these areas a 15 percent increase in households and jobs is estimated following significant TOD. This increase is largely due to the Stations’ proximities to downtown commercial centers.

South San Francisco Caltrain Station Area

According to the Study, the area west of the South San Francisco Caltrain Station is characterized by the small “main street” businesses in the Downtown area centered around Grand Avenue. The area east of the Station is characterized by large commercial and industrial developments. Map 17 below illustrates these land uses.

¹⁰ San Mateo County Transit-Oriented Development Opportunity Study:
http://www.co.sanmateo.ca.us/housingdepartment/PDFS/SamTrans%20TOD_Final_Report_073107.pdf



Source: San Mateo County Public Works Department and San Mateo County Assessor's Office, 2006.

Map 17: Land Uses of the South San Francisco Caltrain Station Area

The Study identifies three opportunities for TOD in the South San Francisco Caltrain Station area. The first of these opportunities is the large employment base to the east of the station, referred to as the Oyster Point businesses. There are currently three shuttle services transporting Caltrain riders from the station to these businesses. The second opportunity is that, while several underutilized sites within the City of South San Francisco present opportunities for redevelopment, the City's policies generally support TOD. The third opportunity is that the Caltrain station is being redesigned just south of its current location. This new location will improve access from the station to the Oyster Point businesses and to the downtown.

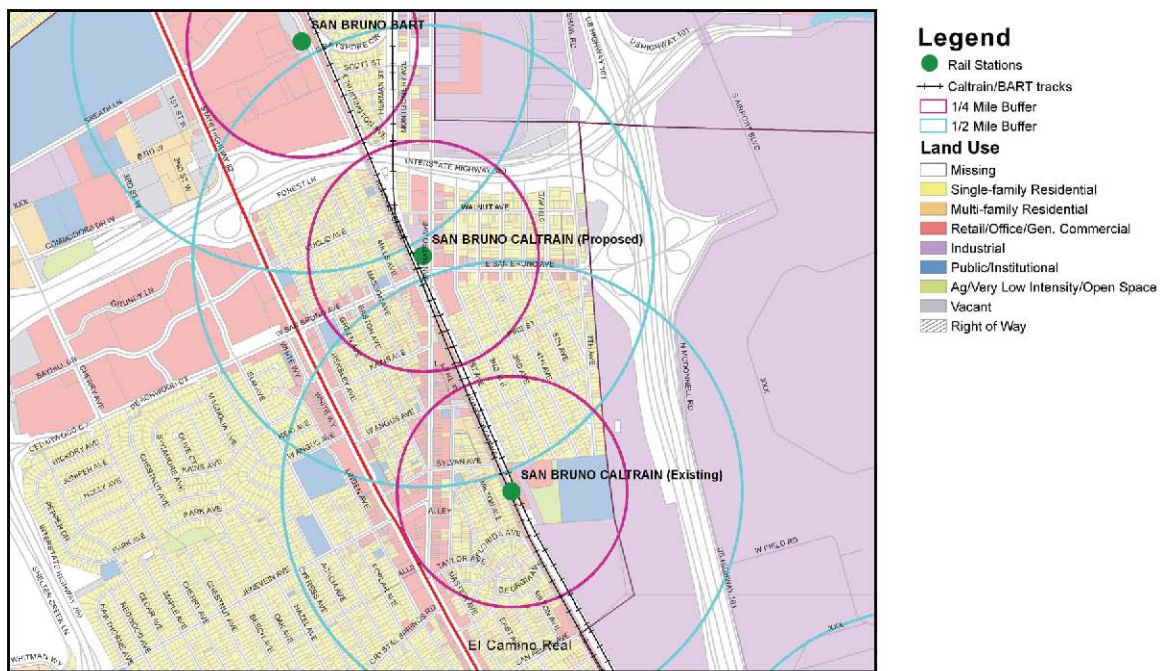
It is noted in the Study that Caltrain commuters who disembark at the South San Francisco Station have difficulty getting to their final destinations without shuttle service. The Study suggests that the most feasible and cost-effective option to improve the mobility of South San Francisco Caltrain riders is to enhance bicycle access in the area; bicycle riders can cover more distance than pedestrians, and the area east of US 101 where many employers are located is relatively flat. The Study also suggests that a pedestrian and bicycle underpass be constructed at the future relocated South San Francisco Caltrain station, just south of its current location. This underpass would improve non-vehicular access between the commercial district, residential areas, and the Oyster Point businesses. The Study also notes that the Railroad Avenue bike path is an important link between the Oyster Point businesses and residential areas within the City.

Transit and pedestrian access to the South San Francisco Caltrain Station is mentioned as a considerable problem. The current station's driveway has a turning radius that is too tight for SamTrans buses, making bus access to the station impossible. As a result, the nearest SamTrans service is located on the opposite side of US 101 from the station, forcing Caltrain

riders to walk across the overpass for bus connections or to access the downtown. The future relocation of the station will resolve this issue, as SamTrans buses will be able to directly access the station, and pedestrians will have direct access to the downtown. The San Francisco Bay Trail will also provide pedestrian and bicycle access to the relocated station.

San Bruno Caltrain Station Area

The Study describes the San Bruno Caltrain Station area as commercial, residential, and industrial; there are small-scaled “main street” businesses in the downtown along San Mateo Avenue, auto-oriented businesses along Huntington and San Bruno Avenues, residential neighborhoods east and west of the Caltrain corridor, and industrial uses east of the corridor and north of Interstate 380. These land uses are illustrated by Map 18.



Source: San Mateo County Public Works Department and San Mateo County Assessor’s Office, 2006.

Map 18: Land Uses of the San Bruno Caltrain Station Area

As seen in Map 18, the San Bruno Caltrain Station will be relocated to an elevated location just north of the intersection of San Mateo and San Bruno Avenues. The current station site has been designated a redevelopment area, and the relocated station will serve as a highly-visible gateway to Downtown San Bruno.

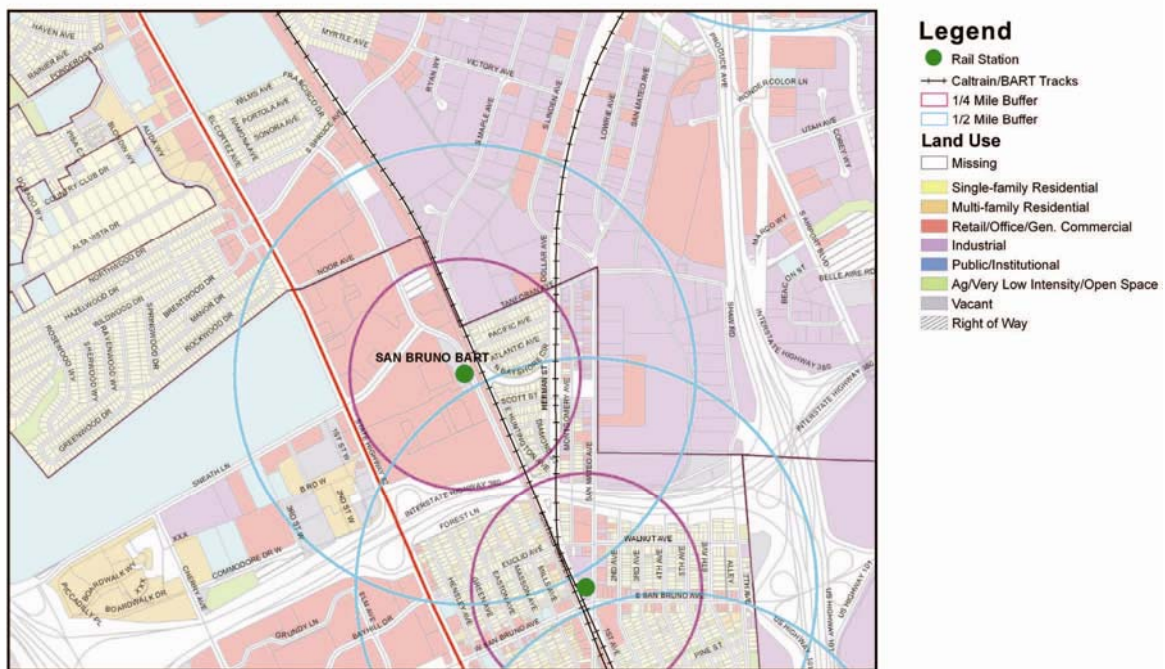
However, the Study presents two constraints to TOD in the Station area. First, there are height restrictions east of the Caltrain corridor due to its proximity to the SFO flight path, and new residential development is prohibited due to airport noise. Second, most lots in the area are rather small, limiting redevelopment opportunities to multi-family residential units above existing commercial uses.

The Study states that there is currently no shuttle service to the San Bruno Caltrain Station. Although there are currently SamTrans routes operating along Huntington and San Bruno Avenues, the relocated station will improve accessibility to these routes, enhancing the overall accessibility of the Station. The relocated station will also provide off-street shuttle loading zones for future shuttles.

According to the Study, the current San Bruno Caltrain Station provides limited bicycle parking and access, as well as an at-grade pedestrian crossing. The Station's relocation project will include a grade-separated Caltrain corridor with pedestrian and bicycle underpasses in several locations, as well as increased bicycle parking.

San Bruno BART Station Area

Like the South San Francisco and San Bruno Caltrain Station areas, the San Bruno BART Station area consists of commercial, residential, and industrial uses. To the west, the Station is adjacent to the Tanforan Shopping Center, and is near auto-oriented developments along El Camino Real. South and east of the Station, there are residential neighborhoods. To the north, the Station is near many of the industrial and commercial developments of South San Francisco. Map 19 below illustrates these land uses.



Source: San Mateo County Public Works Department and San Mateo County Assessor's Office, 2006

Map 19: Land Uses of the San Bruno BART Station Area

The Study identifies three opportunities for TOD in the San Bruno BART Station area. First, the Station area has been designated by the City of San Bruno as a redevelopment area, and has strong market potential for retail and residential development. Second, there are opportunities to strengthen the connection between the Station and the surrounding

commercial centers and new development. Third, there are currently large parcels of land in the Station area located in South San Francisco that are zoned for industrial uses; these parcels have potential redevelopment opportunity.

However, the San Bruno BART Station area is under the same constraints as the City's Caltrain Station area – it has height limitations as well as banning of new residential development east of the Station due to its proximity to SFO. The Station also has poor visibility and access from its surrounding areas.

The Station is noted to have direct access to several SamTrans routes. There are also several employer shuttles that serve the Station. However, there are no defined bicycle paths to the Station, and crossing El Camino Real is very difficult for both bicyclists and pedestrians. This is a substantial issue due to the Station's proximity to the new TOD west of El Camino Real. There is no clear pedestrian path to the Station from this area, and pedestrian traffic from the north, east, and south is low due to the low-density industrial and residential uses there.

3.6 Capital Improvement Program Projects

There are numerous projects affecting the project area included in the Five-Year Capital Improvement Program (CIP) for the Cities of South San Francisco and San Bruno. These projects are listed by City below. Note that the South San Francisco CIP covers the five-year period from 2010-2015, while the San Bruno CIP covers the period from 2009-2014. All improvements are shown in Map 20 below.

South San Francisco CIP Projects

Major Street Projects

- US 101 Off Ramp and Hook Ramps: additional southbound off-ramp and on-ramp added at Oyster Point Boulevard (nearing completion)
- US 101 Flyover to Oyster Point Boulevard: additional southbound off-ramp and on-ramp added at Oyster Point Boulevard (nearing completion)

Street Projects

- Street Rehabilitation Program: will resurface various streets as determined by Public Works
- Downtown Street Lighting: will install additional street lights to existing poles
- South Linden Avenue Grade Separation: includes traffic studies on South Linden Avenue grade separation and the addition of a South Linden Avenue exit ramp and Airport Boulevard/Grand Avenue intersection
- Annual Sidewalk/ADA Ramp Installation/Repair Program: will repair or replace damaged sidewalks and install ADA ramps
- Spruce Avenue Bridge Improvements: includes sidewalk improvements and traffic signal upgrades at the Spruce Avenue bridge over Colma Creek to facilitate ADA access across the bridge
- El Camino Real Master Plan Improvements

Public Facilities Projects

- Caltrans Site Acquisition: remediation and improvement of the Caltrans site at Grand Avenue and Airport Boulevard
- 418 Linden Avenue Housing Development: currently serving as a temporary parking lot during construction of the Miller Avenue parking structure
- 636 El Camino Real Housing: a new housing development by Mid Peninsula Housing
- St. Vincent Remodel: will renovate the property located at Fourth Lane for a pedestrian walkway from the new Miller Avenue parking structure
- South San Francisco Ferry Terminal: demolition of existing piers has been completed, construction of new pier has been scheduled

Parks Projects

- Gateway Boulevard Island Improvements
- North Access Trail: will install landscaping as part of the Bay Trail near Park SFO
- Centennial Way (Phase II & III): consists of design and construction of Centennial Way from Orange Avenue to the South San Francisco BART Station
- Bay Trail Improvement Project (Haskins Way): will reconstruct and widen 1,200 linear feet of multi-use pathway along the Bay Trail from Haskins Way southward toward Michelle Court
- Various City Green Spots: will landscape various green spots and median islands around the city

Traffic Projects

- The following locations will under go intersection improvements such as additional turn lanes and through lanes, restriping, widening, and updated traffic signals to accommodate future growth:
 - Gateway Boulevard and East Grand Avenue
 - Grandview Drive and East Grand Avenue
 - South Airport Boulevard and Utah Avenue
 - Forbes Boulevard and East Grand Avenue
 - Airport Boulevard and San Mateo Avenue
 - Bayshore Boulevard, Airport Boulevard and Sister Cities Boulevard
 - Eccles Avenue and Oyster Point Boulevard
 - Dubuque Avenue and East Grand Avenue
 - South Airport Boulevard and North Access Road
 - Airport Boulevard and Miller Avenue
 - Grand Avenue and East Grand Avenue
 - East Grand Avenue and Haskins Way
 - Airport Boulevard and Grand Avenue
 - Oyster Point Boulevard and Route 101 Northbound On-Ramp
 - Dubuque Avenue, Oyster Point Boulevard, and Northbound 101 Off-Ramp
 - Route 101 Northbound Off-Ramp, East Grand Avenue, and Executive Drive
 - Gull Road and Oyster Point Boulevard
 - Forbes Boulevard and Eccles Avenue
 - Forbes Boulevard and Gull Road
 - East Grand Avenue and Littlefield Avenue
 - East Grand Avenue and Allerton Avenue
 - Utah Avenue and Harbor Way

- East Grand Avenue, Harbor Master Road, and Forbes Boulevard
 - Highway 101 and Produce Avenue
 - Linden Avenue and Pine Avenue
- The following locations will undergo roadway improvements, such as additional lanes, to accommodate future growth:
 - South Airport Boulevard at Mitchell Avenue & Gateway Boulevard
 - Mitchell Avenue
 - Harbor Way
 - South Airport Boulevard Hook Ramps
- Bicycle Video Detector Project: will install 23 bicycle video detection systems at various intersections throughout the city
- Bicycle Route Signage Project: will install 275 bicycle route signs along existing bicycle routes
- In-Ground Lighted Crosswalk Project: will install two (2) in-ground lighted crosswalks on West Orange Avenue at B Street and North Canal Street
- In-Ground Lighted Crosswalks on W. Orange Avenue and Miller Avenue: will install two (2) in-ground lighted crosswalks at West Orange Avenue/Tennis Drive and Miller Avenue/Cypress Avenue
- Bicycle Master Plan
- Traffic Calming Program
- Utah Avenue Over Crossing: will produce a project study report to construct a crossing from Utah Avenue over Highway 101
- Traffic Signage and Marking Improvements
- Citywide Street Lighting
- Bicycle Detection Loops: will install nine (9) bicycle detection loops at existing signals within the East of 101 area

San Bruno CIP Projects

2009-2014 Parks and Facilities Capital Improvement Program

- City Gateways Project: design and construction of new gateways at entrances to City, including coordinated landscape design, signage, and street furniture; the following gateways are located in the project area:
 - El Camino Real at the northern and southern city limits
 - San Mateo Avenue at the northern city limit
 - San Bruno Avenue at the eastern city limit
- El Camino Phase I Medians and Pedestrian Improvements Project: includes vegetation and irrigation systems on medians, audible countdown pedestrian signals at all lighted intersections, and flashing warning lights alerting automotive traffic of crossing pedestrians
- Street Median and Grand Boulevard Improvements Project: new landscaping and irrigation systems to 11 medians along El Camino Real within the City (remaining 5 medians under El Camino Phase I Medians and Pedestrian Improvements Project)

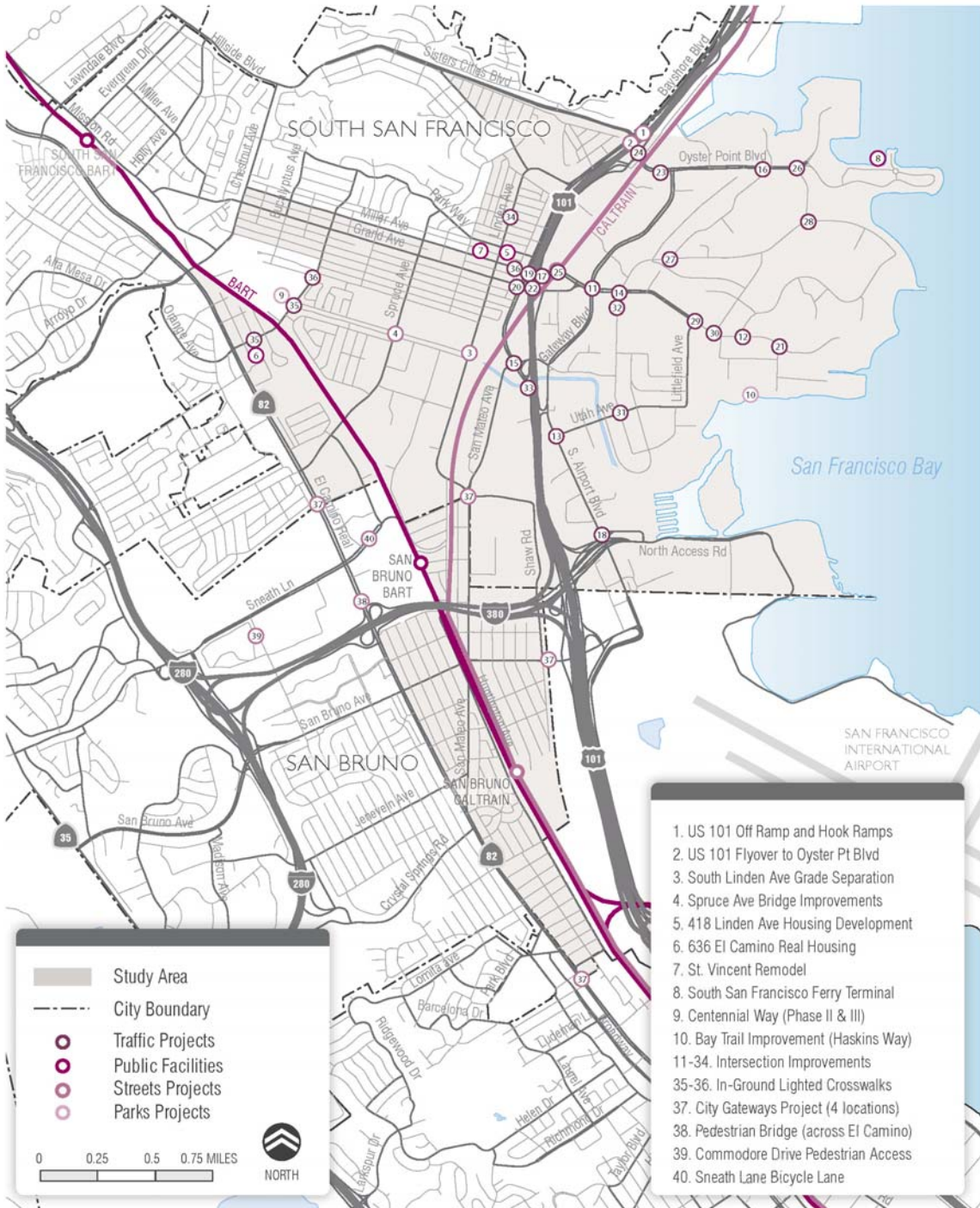
2009-2014 Redevelopment Capital Improvement Program – includes entire San Bruno project area

- Pedestrian Bridge: pedestrian bridge across El Camino Real, connecting residents of the Crossing with the Shops at Tanforan and the San Bruno BART Station

2009-2014 Streets Capital Improvement Program

- Accessible Pedestrian Ramps at Various Locations: addition of pedestrian ramps in order to better comply with ADA standards
- Bicycle and Pedestrian Improvements Program: includes specific improvements to bicycle and pedestrian routes to the San Bruno BART Station for transit connections, as well as the following projects:
 - North-South Bikeway Signing Project (to possibly pass through the project area)
 - Colma-Millbrae Bikeway Project (to follow the BART right-of-way)
 - SFO East Side/Bay Trail Project (to address the gap in the San Francisco Bay Trail and improve connections to SFO)
- Commodore Drive Pedestrian Access Project: additional sidewalk and associated street widening, enhanced crosswalks, “share the road” bicycle signage, and pedestrian-scale lighting to improve pedestrian connections between the San Bruno BART Station, the Shops at Tanforan, the Crossing developments, and Commodore Park
- Neighborhood Traffic-Calming Program: includes improvements to vehicle and pedestrian circulation around the Belle Air School and the installation of traffic circles along San Anselmo Avenue
- Pedestrian and Bicycle Master Plan
- Sidewalk Repair Program
- Sneath Lane Bicycle Lane between El Camino Real and Huntington Avenue: will create Class II bicycle lanes to connect the regional trail at Highway 35 and upper areas of the City to the San Bruno BART Station, the Shops at Tanforan, and the bicycle trail in South San Francisco
- Street Rehabilitation Program: will perform repair and preventative maintenance based on street condition
- Streetlight Replacement Program: will replace deteriorated or outmoded streetlights, and replace high voltage circuits with low voltage circuits

SOUTH SAN FRANCISCO/SAN BRUNO



Map 20: Capital Improvement Projects

Transportation Plans

3.7 San Mateo County Welfare-to-Work Plan (2001)

The San Mateo County Welfare-to-Work Transportation Planning Project was completed in April of 2001. The Welfare-to-Work Plan recommends a set of transportation strategies and implementation procedures to both improve the mobility of CalWORKs participants and other low-income individuals and connect them with employment opportunities. The Metropolitan Transportation Commission (MTC), in cooperation with the San Mateo County Human Services Agency (HSA) and the San Mateo County Transit District, sponsored the development of the Welfare-to-Work Plan.

Transportation barriers common to low-income persons in the County were found to be:

- Cost of transit
- Lack of information about transportation options
- Low awareness and receptivity to formal carpool and vanpool programs
- Lack of assistance with low-interest car loans, car repairs and drivers licenses

Transit gaps occur with the times of day that bus service is available, the amount of time riders must wait between buses, and the geographical coverage of service. Transit gaps specific to San Mateo County included:

- Lack of reliable transportation options for children
- Lack of affordable options for emergency transportation
- Lack of transportation options for residents of East Palo Alto
- Lack of evening and weekend transportation options in the Redwood City, San Mateo and Coastside HSA Service Corridors

The top four priority areas recommended to develop transportation strategies were:

- Improved Information and Mobility Manager
- Emergency Transportation
- Improved Access to HSA One-Stop Centers
- Fare Assistance

Lower priority strategies were:

- Community Transit Services
- Carpool and Vanpool Incentives
- Auto Repair and Insurance Assistance Program
- Children's Transportation Program
- 24-Hour Bus Service

3.8 SamTrans Strategic Plan (2009-2013)¹¹

The SamTrans Strategic Plan, adopted in December of 2008, outlines the San Mateo County Transit District's purpose and mission. It is "a policy framework" meant to guide District investments over the five year period from 2009 to 2013. The Strategic Plan is a living document that is subject to change as the operating environment changes.

There are six focus areas for progress identified in the Strategic Plan: Financial Integrity, Multimodal Services, Transportation and Land Use, Customers, Business Practices, and Employees. Two of these focus areas – Multimodal Services and Transportation and Land Use – contain goals and initiatives relevant to this Community-Based Transportation Plan.

The Multimodal Services focus area discusses the need to better connect various transportation services within the County, as well as between the County and the greater Bay Area. One initiative mentioned in this focus area is to "ensure a service network that addresses the growing mobility needs of senior citizens, customers with disabilities and low-income patrons." As the project area includes many low-income residents, this initiative is indeed relevant to the South San Francisco/San Bruno Community-Based Transportation Plan (CBTP).

The Transportation and Land Use focus area discusses the importance of transportation agencies' say in land use decisions due to their effect on transportation. The focus area lists three main goals:

- Create livable corridors and community centers that enhance transportation choices
- Form partnerships to implement joint land-use and transportation investments
- Set a local and national example for linking transportation and land-use planning

The Transportation and Land Use focus area also identifies five initiatives. The most relevant of these initiatives to the South San Francisco/San Bruno CBTP are:

- Develop District policy linking transit service levels with land-use densities
- Continue to build support for the Grand Boulevard Initiative vision and guiding principles which include transit-oriented development, economic investment and housing opportunities to create a livable and walkable El Camino Real corridor
- Expand the District's Transportation-Oriented Development (TOD) program.

3.9 SamTrans Short Range Transit Plan (2009-2018)¹²

The SamTrans Short Range Transit Plan (SRTP) identifies several goals for San Mateo County public transit over the 2009-2018 decade. Along with these goals, the SRTP names four main challenges facing public transit over this decade:

- Financial Stability: SamTrans' highest priority over the next several years is to attain financial stability. As labor and fuel costs continue to rise, demand for transit services continues to grow. Fluctuating sales tax proceeds and limited state and federal

¹¹ SamTrans Strategic Plan (2009-2013):
http://www.samtrans.com/pdf/District_Strategic_Plan_2009-2013_Final.pdf

¹² SamTrans Short Range Transit Plan (2009-2018):
http://www.samtrans.com/short_range_transit_plan.html

sources for transit funding make stable public transit finances difficult. Three fare increases of 25 cents each are proposed for fiscal years 2009, 2012, and 2015.

- Bus Ridership: Overall, ridership has decreased over the last decade. However, starting in 2007, there has been an increase in ridership along with the increased gas prices. New strategies are needed in order to increase ridership further.
- Aging Population: Many of the “Baby Boomers” will enter retirement in the next decade, causing an increase in public transit demand.
- Land Use: Transit-Oriented Development (TOD) maximizes public transit use. Such development will be highly encouraged in the coming years.

The aging population, increased Transit-Oriented Development, rising fuel prices, and other factors are expected to cause a two percent (2%) per year ridership increase beginning in 2009. According to the SRTP, this increase can be supported by improvements and expansions of bus service and community-based shuttle service.

Community-based shuttles are expected to have a significant role in the future. A significant amount of funding is available to support greater shuttle coverage in the County. These shuttle funds have grown with the addition of the San Mateo County Transportation Authority shuttle funds in 2009, awarded with the reauthorization of Measure A (a half-cent sales tax). More information on these funds and their effects will be discussed in future SRTPs.

3.10 San Mateo County Senior Mobility Action Plan (2006)¹³

As many of the Baby Boomers approach retirement in the coming decade, senior mobility via public transit is becoming an increasingly important issue. The San Mateo County Senior Mobility Action Plan, created in 2006, lists three main objectives:

- Raise awareness of the issue of senior mobility in the County
- Increase understanding of the range of effective methods that are available to help maintain senior mobility
- Identify realistic programs and projects that can be undertaken by all types of organizations and jurisdictions

To help realize these objectives, the Senior Mobility Action Plan Steering Committee and SamTrans identified seven mobility strategies. Three of these strategies are relevant to this Community-Based Transportation Plan:

- Community Transit Services: Local shuttles using small vehicles to serve short trips within communities.
- Community-Based Transportation Services: A community transportation network organization with public and private funding that would provide services to seniors who cannot drive or use transit.
- Walking: Improvements to sidewalks, pedestrian crossings, and driver awareness that focus on neighborhoods with a high concentration of seniors and walkable destinations.

¹³ San Mateo County Senior Mobility Action Plan (2006) within SamTrans SRTP (Chapter 3, Page 8): http://www.samtrans.com/pdf/SRTP_2008/05_Ch3_FINAL_SamTrans_SRTP_011508.pdf

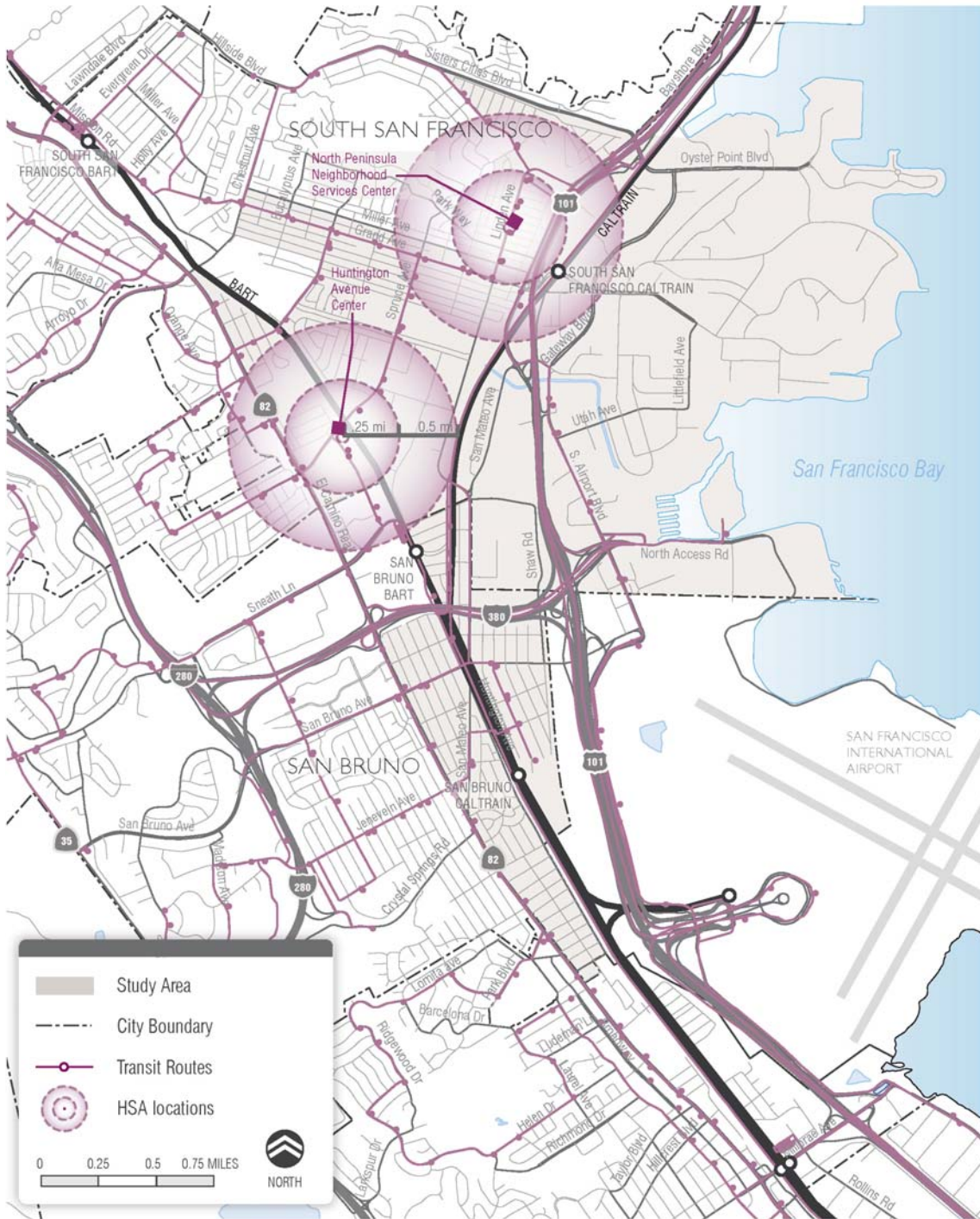
Although the project area does not have a high concentration of seniors, it does have many walkable destinations, as it includes the downtowns of both South San Francisco and San Bruno.

3.11 San Mateo County Human Services Agency Transportation Programs¹⁴

The Human Service Agency (HSA) in San Mateo County is currently able to provide a limited amount of bus tokens, bus passes, and emergency taxi vouchers to participating CalWORKs clients who need transportation assistance. In January of 2010, the HSA was awarded a Lifeline Transportation grant of approximately \$194,000 from the Metropolitan Transportation Commission to increase the availability of bus tokens and passes to clients. The HSA also occasionally refers clients to the Family Loan Program run by the Family Service Agency, which can assist needy families in obtaining auto loans.

There are currently two HSA locations that serve project area residents: the North Peninsula Neighborhood Services Center and the Huntington Avenue HSA Center (Map 21). The North Peninsula Neighborhood Services Center is located at 600 Linden Avenue in South San Francisco. At this location, San Mateo County residents can apply for assistance and, if they qualify, receive free bus tokens or a monthly bus pass. The Huntington Avenue Center is located at 1487 Huntington Avenue in South San Francisco, but does not provide free bus tokens or passes unless they are required for another HSA service.

¹⁴ San Mateo County Human Services Agency website:
<http://www.co.sanmateo.ca.us/portal/site/humanservices/>



Map 21: HSA Locations and Access by Transit from the Project Area

Chapter 4 - Transportation Gaps

A requirement of Community-Based Transportation Plans is to summarize and analyze the transportation gaps that were identified in the Metropolitan Transportation Commission’s 2001 *Lifeline Transportation Network Report* that was part of the process to develop the *Regional Transportation Plan*. Two types of transportation gaps are analyzed in the report: spatial gaps, which refer to geographic areas where public transit is needed but does not exist, and temporal gaps, which refer to insufficient hours of operation or frequency of service.

Spatial Gap Analysis

The Metropolitan Transportation Commission (MTC) performed a spatial gap analysis to identify low-income neighborhoods not served by transit. Their 2001 *Lifeline Transportation Network Report* does not point to any spatial gaps within the project area.

Temporal Gap Analysis

The MTC *Lifeline* report identifies five of the SamTrans Routes serving the project area as Lifeline Transportation Network routes: SamTrans Route 130, Route 292, Route 390, Route 391, and Owl Service Route 97, which is now known as Route 397. Table 7 summarizes how these routes qualify as Lifeline Transportation Network routes.

According to the report, SamTrans Route 130 serves a pre-defined concentration of CalWORKs households and essential destinations. SamTrans Routes 292, 390, and 391 also serve a pre-defined concentration of CalWORKs households and essential destinations, and are considered SamTrans Trunkline routes. SamTrans Owl Service Route 97/397 serves essential destinations and is a SamTrans Trunkline route. In addition, Routes 391 and 97/397 are considered regional links.

Table 7: Qualifications for Selection as a Lifeline Transportation Network Route

SamTrans Route	Serves CalWORKs Cluster	Serves Essential Destinations	Trunkline Route	Regional Link	Connection to Other Lifeline Transportation Services
130	X	X			Muni
292	X	X	X		
390	X	X	X		BART, Caltrain, Muni, VTA
391	X	X	X	X	AC Transit, BART, Caltrain, Golden Gate, Muni, VTA
97 (Owl)		X	X	X	

The temporal gap analysis is based on MTC objectives for hours of operations and frequency of service. In terms of hours of operation, the report shows that SamTrans Route 130 constitutes a temporal gap on weekends, while Route 390 constitutes a temporal gap everyday. In terms of frequency of service, all five SamTrans Lifeline routes constitute temporal gaps during weeknights, while Routes 390 and 391 also constitute temporal gaps on Saturdays. Table 8 below shows the MTC objectives against the five SamTrans Lifeline routes’ hours of operation and frequency of service.

Table 8: Temporal Gap Analysis

	Hours of Operation			Frequency of Service				
	Weekday	Saturday	Sunday	Weekday Commute	Weekday Midday	Weekday Night	Saturday	Sunday
MTC Objectives for Suburban Transit Lifeline Routes	6am - 10pm	8am - 10pm	8am - 10pm	30	30	30	30	60
SamTrans Route 130	5:30am - 10:50pm	8:20am - 5:35pm	9:05am - 5:20pm	20-30	30	60	30	60
SamTrans Route 292	4:46am - 12:45am	5:01am - 12:43am	5:01am - 12:43am	20-30	30	60	30	30
SamTrans Route 390	5:32am - 6:40pm	8:42am - 5:20pm	8:41am - 5:17pm	30	30	---	40	40
SamTrans Route 391	4:20am - 1:22am	4:10am - 1:17am	4:10am - 1:19am	30	30	60	40	40
SamTrans Route 97 (Owl)	12:56am - 5:26am	12:56am - 5:26am	12:56am - 5:26am	---	---	60	60	60

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San Bruno/South San Francisco Community-Based Transportation Plan Outreach Summary Report

1. INTRODUCTION

The basis of the San Bruno/South San Francisco CBTP is the input and support of the community and stakeholder agencies. Staff from SamTrans and City of San Bruno and South San Francisco partnered to involve residents, community-based organizations (CBOs), and agencies serving the San Bruno/South San Francisco community. This report contains an explanation of the community outreach process and a summary of the outreach findings.

2. OUTREACH STRATEGIES

Community outreach was conducted from April to June 2011. Based upon input from the Stakeholder Committee meeting held on March 23, 2011, outreach strategies are designed to solicit input from the broad range of residents and stakeholders in the South San Francisco/San Bruno community and to identify transportation needs and potential solutions. Strategies presented in this section include: the resident travel survey, transportation solutions workshops, interviews with community-based organizations, and a project website and hotline.

Objectives of the community outreach include:

- Maximize one-on-one contact with residents, organizations and other stakeholders;
- Gain a more thorough understanding of the community's transportation needs and service gaps; and
- Learn about potential transportation solutions and available resources.

Transportation Solution Workshops

Two transportation solution workshops were held for this project—one in South San Francisco and one in San Bruno. The workshops engaged the community to educate community members about transportation resources, opportunities and constraints; identify transportation issues in the study area; and develop potential strategies to address transportation issues. Fliers were included in English and Spanish in the survey, which was mailed to all residents.

More than 50 community members participated in the workshops.

Workshop participants discussed existing transportation needs and gaps, as well as potential solutions. The participants worked in small groups to develop solutions to transportation needs, using the public agency staff as resources. The outcome of the workshops included a list of transportation needs and solutions.

Resident Survey

A resident survey was mailed to each household in the project area—a total of 7,486 surveys in English and Spanish were mailed. The survey included questions related to issues and gaps in driving, walking, bicycling, bus service and other types of transit. Survey respondents were questioned about the type of trips that are most difficult for them to complete and to identify their most important transportation needs. The survey was presented in English and Spanish, with translated versions in Tagalog and Chinese available by calling the hotline or accessing it online. SamTrans received a total of 393 resident surveys. Of these returned surveys, 335 (85%) were in English and 58 (15%) were in Spanish.

Based also on the demographic data gathered from the survey, we can conclude that the majority of survey takers were English-speaking. Seventy percent (70%) of the survey takers were between the ages of 30 and 64, 62% of all survey takers were female, and 38% of all survey takers had children under the age of 18 living at home. Perhaps one of the most telling statistics is the fact that 33% of survey takers had household incomes below \$25,000 and 24% had incomes between \$25,000 and \$55,000. This indicates that the planning process was able to successfully reach out to a portion of the low-income populations to assess their transportation needs.

Survey takers were asked to identify their primary mode of travel and the most difficult trips they make. The majority cited difficult trips to be work trips to destinations such as San Francisco and Redwood City, and medical trips to destinations such as San Francisco and San Mateo.

Although the majority of survey takers had access to a car or truck, only 30% of survey takers indicated driving as a primary way of travel. Twenty-three percent (23%) ride the bus and more than 15% ride BART. Approximately 53% of survey takers ride the bus at least once a week.

When asked to identify improvements to help them ride the bus more frequently, survey takers cited lower ticket prices, more frequent service, and free transfers the most often. The main routes identified for desired schedule changes were Routes 390, 391, 133, 132, and 130.

The survey also asked them to identify improvements to help them ride BART/Caltrain more often. The top two desired improvements identified were to 1) lower ticket prices and/or 2) add more bus connections to the station.

The survey also asked them to identify improvements to help them walk or bicycle more frequently. For walking, survey takers identified better sidewalks, better street crossings, and better street lighting. For bicycling, survey takers identified the need for more bicycle lanes/trails.

Finally, survey takers were asked how they prefer to receive information on transportation. The top two desired locations identified by survey takers to provide bus/train information are 1) the internet and/or at 2) transit stops.

CBO/Agency Interviews

Letters were sent to all CBOs identified in the Outreach Plan to solicit their interest in participating in an interview or meeting. A response was received from only one organization – the San Bruno Chamber of Commerce, which did not ultimately choose to receive a presentation. Due to the low response rate from this effort, CBOs will be contacted again to give input on the draft Strategies when they are ready.

News Releases

A press release was sent by SamTrans to local newspapers notifying the media of the CBTP planning process. The announcements invited community members to respond to the resident survey and provided information on the community workshops. An article on the Plan appeared in the May 15th South San Francisco Patch, an online news source.

Targeted Mailing List

All individuals, agencies, businesses, and CBOs that provided their contact information at any meeting, via e-mail, or via phone were added to a project mailing list. Notification of the release of the draft CBTP and request for comments will be mailed to this list.

Hotline

The project hotline provided community members and stakeholders with a direct line to call with questions and comments regarding the project. The hotline phone number was advertised on all handout and outreach materials and was provided in English and Spanish. Callers were able to take the survey over the phone, sign up for workshops, join the mailing list, and provide general comments on the project. More than 30 calls were received during the outreach process.

Project Website

A website was created with basic information about the project and a link to download the travel survey or complete it online. The website received approximately 770 page views during the outreach period.

3. COMMUNITY STATED TRANSPORTATION NEEDS

The following is a list of stated transportation needs collected from all of the outreach efforts. The transportation needs are organized into the following categories:

- Bicycle;
- Pedestrian;
- Caltrain/BART;
- SamTrains; and
- Automobile.

Individual comments were tallied based on if they related to each of the 25 community stated transportation needs for the workshops, surveys, and other outreach methods. Needs are presented within each category based on the number of comments received during the outreach process.

Initial 25 Stated Transportation Gaps and Needs		Number of Comments			
		Transportation Solution Workshops	Resident Survey	Other	Total
Bicycle					
1	Residents need an expanded bicycle network and increased bicycle connections to other modes	16	149	1	166
2	Residents need additional bicycle facilities on public transit vehicles and at stations, including on streets with slower moving traffic	8	93	2	103
3	Residents need more affordable bicycles	2	53	0	55
4	Residents need more information and education for bicycles (e.g. bicycling safety)	8	N/A	0	8
5	Additional accommodation of bus drivers' for bicyclists is needed	5	N/A	0	5
Pedestrian					
6	Residents need improved pedestrian safety	22	170	1	193
7	The pedestrian network needs expansion and ongoing maintenance	15	129	2	146
8	Additional pedestrian amenities are needed, including street trees, landscaping and improvements to accessibility for seniors and people with disabilities needed	2	65	0	67

Initial 25 Stated Transportation Gaps and Needs		Number of Comments			
		Transportation Solution Workshops	Resident Survey	Other	Total
Caltrain/BART					
9	Residents need more affordable Caltrain/BART fares	6	234	6	246
10	Additional special event, late night, and weekend service with connections to transit are needed	4	143	1	148
11	Improved safety and cleanliness at Caltrain/BART stations is needed	8	66	3	77
12	Improved access at stations is needed for seniors, people with disabilities, bicyclists and pedestrians	15	35	0	50
13	Residents need additional information/assistance about public transit and payment options	20	N/A	0	20
14	Change machines that work consistently are needed	5	N/A	0	5
SamTrans					
15	Improved payment options and free bus transfers are needed	10	228	18	256
16	Increased bus frequency during peak hours is needed	10	121	5	136
17	Additional bus service is needed on nights, weekends and holidays	8	72	6	86
18	Additional bus stop amenities including shelters and benches are needed	11	52	1	64
19	Residents need system and schedule information at more locations using a variety of tools	11	49	4	64
20	Residents need improved East-West travel bus connections and expanded bus service	11	N/A	8	19
21	Improved transfer timing and on-time performance are needed	9	N/A	3	12
22	Improved bus driver education and communication is needed	6	N/A	4	10
Automobile					
23	Information and incentives for carpooling, vanpooling, and carshare programs are needed	12	N/A	0	12
24	Residents need improved left turn movement in high traffic areas	3	N/A	0	3
25	Residents need driver education regarding sharing the road with transit, bicycles, and pedestrians	2	N/A	0	2

4. POTENTIAL SOLUTIONS

The following potential solutions are organized based on their relation to the community stated transportation needs identified the previous section. These potential solutions were identified by workshop attendees and resident survey respondents.

Bicycle

1. Residents need an expanded bicycle network and increased bicycle connections to other modes.
 - Implement a bicycle sharing program at transit stations and the ferry terminal.
 - Install bicycle lanes on Huntington Avenue in San Bruno, Grand Avenue in South San Francisco, El Camino Real, Airport Boulevard to Caltrain, Chestnut Avenue to Caltrain/BART, Centennial Way, and on Hickey Boulevard from El Camino Real to Serramonte.
 - Provide proper maintenance of bicycle facilities.
 - Install wider bicycle lanes.
2. Residents need additional bicycle facilities on public transit vehicles and at stations, including on streets with slower moving traffic.
 - Provide two additional bicycle racks on buses.
 - Provide additional bicycle storage areas in buses/trains.
 - Provide more bicycle parking at BART stations.
 - Keep bicycle parking together in certain areas with security.
3. Residents need more affordable bicycles.
 - Implement a financial assistance program to purchase bicycles.
 - Implement a bicycle donation program to give bicycles to the most needy.
4. Residents need more information and education for bicycles (e.g. bicycling safety).
 - Provide real time bicycle capacity information on Caltrain.
 - Implement a bicycle safety education and marketing program. Coordinate with bicycle clubs and local bicycle/pedestrian committee.
 - Implement a rental bicycle program.
 - Publish bicycle routes and related information in more media sources.
 - Implement a signage program on main arteries to “share the road”.
5. Additional accommodation of bus drivers’ for bicyclists is needed.
 - Education program for bus drivers on bicyclists’ needs.
 - Implement a tagging system to prevent bicycle theft on crowded buses.

Pedestrian

6. Residents want improved pedestrian safety.
 - Install timed crosswalks at every intersection and increase walk time.
 - Install street lights at Airport and Baden under train bridge.

- Install traffic calming devices such as traffic lights, speed bumps, flashing crosswalks, pedestrian islands, curb outs, colored crosswalks. Consider traffic calming in the following locations:
 - 2nd and San Bruno Avenue
 - 7th and Pine Street
 - Baden Avenue and Chestnut Avenue
 - Baden Avenue and Linden Avenue
 - Airport Boulevard to Caltrain
 - Grand Avenue and Linden Avenue
 - Orange Avenue and Tennis Drive
 - Green Avenue and San Bruno Avenue
 - El Camino Real
 - Huntington Avenue
 - BART and Trader Joe's
 - Clear parked cars from blocking sidewalks. Specific locations include the auto body shop in Colma and throughout South San Francisco.
7. The pedestrian network needs expansion and ongoing maintenance.
- Install sidewalks extended across 101 from downtown South San Francisco to east of 101 to access jobs, ferries, and Caltrain.
 - Install sidewalks on:
 - Westborough between Camaritas and Junipero Serra
 - overpass at Grand Avenue
 - El Camino Real from Hickey Boulevard to Serramonte
 - Landscape maintenance program to protect sidewalks from tree roots, protruding bushes:
 - Airport Boulevard and 2nd Avenue
 - Hillside Boulevard
 - San Bruno Avenue
 - 2nd Avenue
 - Hickey Boulevard
8. Additional pedestrian amenities are needed, including street trees, landscaping and improvements to accessibility for seniors and people with disabilities.
- Construct sidewalk ramps on Orange Avenue to Grand Avenue.
 - Install benches at Grand Avenue and Maple Avenue, Grand Avenue and Airport Boulevard .
 - Develop policy and outreach procedure to include community input before removing benches.

Caltrain/BART

9. Residents need more affordable Caltrain/BART fares.
- Provide reduced fares for local trips.
 - Re-evaluate zone structure for lengthy trips.

- Offer a 10-ride discounted pass.
 - Provide free transfers on connecting routes.
 - Universal pass.
10. Additional special event, late night, and weekend service with connections to transit are needed.
- Provide later weekend hours on BART.
 - Provide bus connections from San Jose to South San Francisco Caltrain during late hours.
 - Provide shuttles from E. Grand to Caltrain, Oakland BART to Amtrak, to Brisbane Caltrain, to Bayshore Caltrain.
 - Extend bus system to connect “the avenues” to BART/Caltrain stations.
11. Improved safety and cleanliness at Caltrain/BART stations is needed.
- Station late night security guards.
 - Install more lighting.
 - Improve cleanliness.
12. Improved access at stations is needed for seniors, people with disabilities, bicyclists and pedestrians.
- Regular escalator/elevator maintenance in South San Francisco BART.
 - Improve notification of escalator/elevator status.
 - Increase bicycle accommodations and allow bicycles during commute hours.
 - Install heaters on platform during cold days and nights.
 - Install pedestrian walkways under freeways so people never need to cross the tracks.
 - Fraud reduction program for abuse of senior passes.
 - Restroom access on BART.
13. Residents need additional information/assistance about public transit and payment options.
- Education young riders in schools on how to use the transportation system.
 - Provide information in different languages and have bilingual announcements.
 - Postal mail information about Clipper and provide hotline.
 - Provide a “how to ride” public transit kit in libraries and malls.
 - Provide schedules and transit information at Clipper retailers.
14. Change machines that work consistently are needed.
- Regular maintenance checks.
 - Better instructions on change machines.
 - Option to buy tickets on board bus/train.

SamTrans

15. Improved payment options and free bus transfers are needed.
- Offer a multiple ride pass (10-20 rides).
 - Allow at least one free transfer in any direction.
 - Provide automatic free transfers on Clipper.

- Offer day passes or universal card.
 - Lobby for tax deductions for transit costs.
 - Give employers incentive to provide transit passes to employees.
 - Partner with businesses, hospitals, agencies for funding.
 - Provide senior discount on Clipper.
 - Offer choice of using paper passes or Clipper.
16. Increased bus frequency during peak hours is needed.
- Provide more buses at higher frequency during peak hours (390/391,292,121).
17. Additional bus service is needed on nights, weekends and holidays.
- Extend Sunday service on the 130, 131, 132, and 133 routes to 7:00 p.m.
 - Provide weekend and holiday access to senior center, Orange library, Tanforan and “the Hills.”
 - Provide weekend service on the 141 route.
 - Provide 24-hour service bus on selected routes
18. Additional bus stop amenities including shelters and benches are needed
- Install weather-proof bus shelters at:
 - Grand Avenue and Spruce Avenue
 - Grand Avenue and Linden Avenue
 - Grand and Airport Boulevard (southbound)
 - El Camino Real and San Bruno Avenue
 - Design storage space for stroller/shopping bags/luggage on buses.
 - Install change machines at local businesses near bus stop.
 - Move bus stop seats further away from the curb and set higher.
 - Provide more fare machines for Clipper reloading/purchasing.
19. Residents need system and schedule information at more locations using a variety of tools.
- Outreach using street fairs, hospitals, San Mateo County Fair bulletin board, educational gatherings, schools.
 - Provide maps with common destinations in bus shelters.
 - Hotline for transit information to speak with transit staff.
 - Real time arrival information provided at stops and by mobile devices.
 - Install posters on buses with system/schedule information.
 - Interactive online map with pop-up menus displaying bus route and arrival time.
20. Residents need improved East-West travel bus connections and expanded bus service.
- Provide free shuttles to destinations East of 101 such as Oyster Point, Littlefield, and E. Grand.
 - Add more bus/shuttle route from El Camino real to 7th Avenue along San Bruno Avenue.
 - Loop bus routes around hospitals such as the San Mateo Co med Center, Mills/Peninsula/Kaiser.
21. Improved transfer timing and on-time performance are needed.

- Match schedules to BART.
 - Better connection between 141 and 390/391.
 - Reschedule 122 bus to leave after 3:15 to wait for Alta Loma High School students.
 - Review 14L, 112 to Linda Mar for punctuality.
 - Coordinate with local shops to provide restroom access for a fee.
22. Improved bus operator education and communication is needed.
- Educate bus operators on guide dogs/animal rules.
 - Train bus operators on how to manage trouble passengers.
 - Training to increase communication between operators when buses are running late.
 - Train bus operators to wait a reasonable time for passengers to sit before driving.
 - Train operators not to stop in crosswalks.
 - Implement a secret “shopper program” to evaluate operators.
 - Educate operators to manage foot traffic on-board.

Automobile

23. Information and incentives for carpooling, vanpooling, and carshare programs are needed.
- Provide carpool hotlines.
 - Provide shuttles.
 - Implement a car share program.
 - Offer casual carpool and Park N Ride at Grand Avenue and Airport Boulevard .
 - Offer a reward program for casual carpool.
 - Install a HOV lane on 101.
 - Program to transport non-drivers to Park N Ride lots for rides.
 - Provide more information on carpool/ car share programs.
 - Provide taxis with senior rates and subsidies.
 - Implement a volunteer driver program.
24. Residents need improved left turn movement in high traffic areas.
- Add stop sign at Chestnut/Baden Avenue, and 2nd Avenue.
 - Add stop sign at 7th Avenue/San Bruno.
25. Residents need driver education regarding sharing the road with transit, bicycles, and pedestrians.
- *No specific solutions identified.*

San Bruno/South San Francisco Community-Based Transportation Plan Outreach Summary Report APPENDIX

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Appendix A - Community Outreach Plan

The South San Francisco/San Bruno Community-Based Transportation Plan (CBTP) is part of the regional Community-Based Transportation Planning Program created by the Metropolitan Transportation Commission (MTC). CBTPs provide the opportunity for minority and low-income communities to set priorities and evaluate options for filling transportation gaps. The Community Outreach Plan describes the methodology that will be used to inform the community of the CBTP process, receive their input on transportation needs and gaps and provide a forum for the community to comment and recommend transportation solutions. The goal of the Community Outreach Plan is to increase community participation in the planning process through surveys, workshops, and interviews to ultimately develop a list of transportation improvement projects.

Outreach Strategies

The outreach strategies are designed to solicit input from the broad range of residents and stakeholders in the South San Francisco/San Bruno community and to identify transportation needs and potential solutions. Strategies presented in this section include: the resident travel survey, transportation solutions workshops, interviews with community-based organizations, and a project website and hotline.

Resident Travel Survey

A survey will be mailed to all households in the project area. It will include general questions about home location, age, car ownership, travel mode, and travel issues. Survey respondents will be questioned about the type of trips which are most difficult for them to complete and to identify their most important transportation needs. The survey will be presented in English and Spanish, with translated versions in Tagalog and Chinese available by calling the hotline or accessing it online. A notice written in these languages will be included to provide a phone number and website information. If necessary, additional survey distribution to churches and community centers may also be conducted to target specific populations and foreign-language speakers.

To provide incentive for filling out the survey, respondents will be entered to win one of three \$100 visa gift cards. The survey will also announce specific information regarding the location and times of the workshops.

The draft survey is included at the end of this Appendix.

Transportation Solutions Workshops

Two transportation solutions workshops will be held—one in South San Francisco and one in San Bruno. The workshops are meant to engage the community to achieve the following:

- Educate community members about transportation resources, opportunities and constraints;

- Identify transportation issues in the study area; and
- Develop potential strategies to address transportation issues.

Staff from SamTrans, C/CAG, the Cities of South San Francisco and San Bruno, the Department of Health, the Human Services Agency and other agencies will participate as resource experts representing transportation providers, funding, and planning and agencies that service low income populations. Workshop facilitators will first review prior recommendations to address transportation needs and then engage participants in a discussion of existing transportation gaps and creative solutions. The participants will then be split into working groups to develop the solutions, using the public agency staff as resources. The anticipated outcome of the workshops will be a list of transportation needs and viable transportation solutions and funding scenarios. The solutions will include a description of the project or program, benefits, implementation steps, necessary partners and potential funding sources.

The workshops will be held during the third or fourth week in May, paying close attention to any holidays or significant conflicts that may hinder participation. Each meeting will be held for three hours on different days and times of the week, based on city staff input, to accommodate the varying work schedules of participants. As an incentive for participation, workshop participants will be offered \$30 for their attendance.

A target of 35-40 workshop participants will be sought for each workshop. Pre-registration for the workshop will be necessary in order to track the number of monetary incentives that are distributed at the meeting. Pre-registration questions will include the following:

- Name;
- Age;
- Address (to ensure they live within project area);
- Typical mode of transportation; and
- Any special needs.

Interviews with Community Based Organizations

Interviews with community-based organizations, including schools, churches, government agencies, and non-profits, will provide insight on transportation gaps and barriers that affect their clients and help identify potential solutions. Letters will be sent to all CBOs to solicit their interest in participating in an interview or meeting.

Because there are 95 CBOs located within and just outside the project area (see Appendix B), a shortened list of CBOs was created representing a cross-section of different types and based on their ability to speak to the needs of the low income and minority populations. These CBOs will be targeted for interviews if response to the initial letters is not successful.

The shortened list of CBOs includes:

- (ACCE) Alliance of California's for Community Empowerment
- Al Madinah Academy
- All Soul's Catholic School
- Allen Elementary School
- Belle Air Elementary School
- Belle Air PTA
- Catholic Worker House of San Bruno
- CA Congress of Parents Teachers & Students Inc. (Allen Elementary PTA)
- First Filipino American United Church of Christ
- First Tongan United Methodist Church
- Historic Old Town Homeowners & Renters Assn.
- Magnolia Senior Center
- Martin School
- North Peninsula Neighborhood Services Center
- Principal Parkside Intermediate School
- Safe Harbor
- San Bruno Hospitality House
- San Mateo County Health Center
- Sanatan Mandir
- Spruce School
- SSF Bicycle and Pedestrian Advisory Committee
- SSF Boys and Girls Club
- SSF Community Learning Center
- SSF Unified School District (Martin & Spruce Schools)
- SSF Unified School District Children's Center
- School District's DLAC Meeting (Spanish-speaking)
- St Vincent de Paul
- St. Bruno's Church

Presentations

Community-based organizations and other community groups can request a presentation by SamTrans staff about the Plan at any time during the outreach process. The purpose of the presentation is to provide information about the planning process as well as to garner feedback about the transportation needs and potential solutions for residents of this project area. A maximum of five presentations will be given and priority will be given to those organizations or groups serving low-income persons.

Project Website

A project website will be developed to provide updates, documents, and news regarding the project. Visitors to the website will be able to download reports, find contacts, join the mailing list, take the survey, register for the workshop, and submit questions to the project manager.

Project Hotline

A hotline will provide community members and stakeholders with a direct line to call with questions and comments regarding the project. People who call will be able to join the mailing list and have the survey administered to them over the phone.

Press Releases

Press releases will be sent to local newspapers, including local foreign language papers, notifying the press of the CBTP planning process, the opportunity to respond to the resident survey, and the opportunity to have a presentation given to stakeholder organizations. Articles will also be submitted to city newsletters.

Targeted Mailing List

All individuals, agencies, businesses and CBOs that provide their contact information at any meeting, via e-mail, or via phone will be added to a project mailing list. There is also an online form on the project website where anyone can sign up to be on the mailing list. Notification of the release of the draft CBTP and request for comments will be mailed to this list.

Outreach Tasks and Timeline

The following table describes tasks and timing for outreach activities described in this plan.

Task	Description	Estimated Completion
Resident Travel Survey	Develop survey	March
	Distribute/Collect surveys	April/May
	Tabulate results	June
Interviews with CBOs	Develop interview questions	March
	Conduct Interviews	June
	Analyze results	June
Transportation Solutions Workshops	Set date, time, location of workshops	March
	Workshop coordination, advertising, additional outreach, etc	April/May
	Develop meeting materials (agenda, PowerPoint, posters, etc)	May
	Meetings Held	Late May
	Meeting Summary	Early June
Other Outreach	Project website	Ongoing
	Project hotline	Ongoing

**SURVEY QUESTIONS
SEE APPENDIX C**

RESOURCE LIST OF COMMUNITY-BASED ORGANIZATIONS

Agencies and Organizations

Located within the project area:

- San Bruno Chamber of Commerce
- Catholic Worker House of San Bruno
- CA Congress of Parents Teachers & Students Inc. (Lomita Park Elementary PTA)
- Iraqi Community Association
- Human Services Agency (Huntington Ave.)
- North Peninsula Neighborhood Services Center
- Safe Harbor Shelter
- Boys and Girls Center of South San Francisco
- South San Francisco Chamber of Commerce
- Salvation Army
- Housing Leadership Council of San Mateo County
- Genentech Access to Care Foundation (Emergency Assistance – Food, Clothing, Cash)
- Sitike Counseling Center
- South San Francisco Health Center (part of San Mateo Medical Center)
- Latino Commission on Alcohol and Drug Abuse Services
- Edgewood Center for Children and Families – Kinship Support Services Program
- Paradise Valley Club (Boys and Girls Club)
- Each One Reach One (Jail Rehabilitation Program)
- South San Francisco Rotary Club
- Jordanian American Association, c/o Paul Totah
- St. Vincent de Paul Society (Food Program and Homeless Help)
- Pathways Home Health, Hospice and Private Duty
- YMCA of San Francisco: South San Francisco Youth Service Bureau
- Project Read North San Mateo County
- South San Francisco Adult Day Care Center
- South San Francisco Historical Society

Located just outside the project area:

- CA Congress of Parents Teachers & Students Inc. (Allen Elementary PTA)

Churches and Temples:

Located within the project area:

- St. John's United Church

- Jehovah's Witnesses San Bruno Easton
- First Tongan United Methodist Church
- Sanatan Mandir
- House of God in San Bruno
- St. Bruno Catholic Church
- Indonesian Full Gospel Church
- Purple Lotus Society of the USA
- Church of God
- All Souls Catholic Church
- Bethel Church California
- Embassy Christian Center
- Hillside Community Church
- First Tongan United Methodist Church
- IFGF GISI Bay Area House of Victory
- Good News Chapel
- First Baptist Church of South San Francisco
- Message of Peace International Church
- Airport Church of Christ

Located just outside the project area:

- Wat Buddhapradeep of San Francisco, Thai Temple
- First Filipino American United Church of Christ
- Mater Dolorosa Catholic Parish
- San Francisco Samoan Seventh Day Adventist Church
- New Covenant Presbyterian Church
- St. Veronica's Church
- Our Redeemer's Lutheran Church
- Jehovah's Witness South San Francisco: Hillside Congregation
- New Hope Community Church

Community Centers and Schools:

San Bruno Park School District:

- El Crystal Elementary School
- Allen Elementary School
- Belle Air Elementary School
- Parkside Intermediate School

Millbrae School District:

- Lomita Park Elementary School
- Taylor Middle School

San Mateo Union High School District:

- Capuchino High School
- Mills High School

South San Francisco Unified School District:

- Los Cerritos Elementary School
- Martin Elementary School
- Spruce Elementary School
- Parkway Heights Middle School
- Alta Loma Middle School
- South San Francisco High School

Located within the project area:

- Happy Hall Preschool, After School Clubs, and Camp
- California Montessori School
- Kumon Math and Reading Center
- City of South San Francisco Community Learning Center
- Community Gatepath Senior Services (for developmentally disabled adults)
- All Souls Catholic Elementary School
- Roger Williams Academy, Building Kidz
- The Early Years Preschool
- Grand Avenue Branch Public Library
- Basque Cultural Center
- Magnolia Senior Center
- DJ Arts Academy
- San Francisco Baking Institute

Located just outside the project area:

- San Bruno Public Library
- Little Scholar Preschool & Daycare
- Millbrae Nursery School
- San Bruno Parks and Recreation Center
- Community Learning Center
- Ponderosa Elementary School

- RW Drake Preschool Center
- Siebecker Preschool
- City College of San Francisco, Airport Campus
- South San Francisco Unified School District Adult Education Program
- El Camino Senior Center

Stakeholder Committee

The following agencies have representatives in the SSF/SB Stakeholder Committee (list overlaps with CBOs listed above).

- (ACCE) Alliance of California's for Community Empowerment
- Al Madinah Academy
- All Soul's Catholic School
- Allen Elementary School
- Belle Air Elementary School
- Belle Air PTA
- CA Congress of Parents Teachers & Students Inc. (Allen Elementary PTA)
- First Filipino American United Church of Christ
- First Tongan United Methodist Church
- Historic Old Town Homeowners & Renters Assn.
- Martin School
- North Peninsula Neighborhood Services Center
- Principal Parkside Intermediate School
- Safe Harbor
- San Bruno Hospitality House
- San Mateo County Health Center
- Sanatan Mandir
- Spruce School
- SSF Bicycle and Pedestrian Advisory Committee
- SSF Boys and Girls Club
- SSF Community Learning Center
- SSF Unified School District (Martin & Spruce Schools)
- St Vincent de Paul
- St. Bruno's Church

Appendix B - Transportation Solution Workshops Summary

Introduction

Two community workshops were held as part of the community outreach process for the South San Francisco/San Bruno Community-Based Transportation Plan, where workshop participants identified transportation-related concerns and assisted with creating potential solutions during an open public dialogue. One workshop was held at the Firemen's Hall in San Bruno on May 25th, 2011 and the other workshop was held at the Magnolia Center in South San Francisco on May 26th, 2011.

The two meetings were held at different times of the day to give participants a greater opportunity to fit the meeting into their schedules. The San Bruno workshop was held in the morning from 9:00 a.m. to 11:30 a.m. and the South San Francisco workshop was held in the evening from 6:30 p.m. to 9:00 p.m. Food (breakfast or dinner), snacks and beverages were provided at each meeting. In addition, a \$30 stipend was issued to registered participants as an incentive and thank-you for their time and involvement. Pre-registration was required for the workshops, but walk-ins were also accommodated. In the end, there were 26 participants at the San Bruno workshop and 25 at South San Francisco workshop.

Meeting Format

Each workshop began with a large-group presentation that described the planning process, highlights from the existing conditions report, demographic statistics and existing transportation services in the study area, and examples of potential transportation issues and solutions to aid the discussion.

Following this initial overview, each participant gave a short self-introduction, after which a full group discussion was facilitated identify transportation issues and gaps. This brainstorming session was organized into five topic areas: Bicycle, Pedestrian, Caltrain/BART, SamTrans, and Automobile. Participant responses were recorded on flip-charts during the discussion.

Workshop participants divided into six small groups to identify solutions to the issues and gaps identified in the full group discussion. Each small group had a facilitator and a scribe from the project team to assist in the discussion. Interpreters for Spanish, Chinese, or Tagalog speakers were also available for translation and facilitation. To conclude the activity, representatives from each small group reported back to the larger group to share their ideas and solutions.

WORKSHOP EVALUATIONS

San Bruno – South San Francisco Workshop Attendee Evaluation Summary Attendance by Location within Project Area

Fireman’s Hall, San Bruno	Magnolia Center, South San Francisco	Undeclared	TOTAL
18	26	5	49*

*Total number of evaluations submitted by attendees.

How useful was today’s discussion in helping you think about transportation issues and potential solutions?

	SB	%	SSF	%	Undeclared	%	TOTAL	%
Very useful	16	88.9	18	69.2	2	40.0	36	73.5
Somewhat useful	2	11.1	6	23.1	-	-	8	16.3
Only a little useful	-	-	1	3.8	1	20.0	2	4.1
Not at all useful	-	-	-	-	1	20.0	1	2.0
No response	-	-	1	3.8	1	20.0	2	4.1
Total	18	100	26	100	5	100	49	100

Summary:

Nearly 90% of San Bruno attendees (88.9%) and 70% of South San Francisco attendees (69.2%) felt the discussion they had during the workshop was very useful. (This calculation does not factor in no responses to the inquiry.)

How often, if ever, have you talked about transportation issues with family or friends in the past 5 years?

	SB	%	SSF	%	Undeclared	%	TOTAL	%
Very often	7	38.9	15	57.7	2	40.0	24	49.0
Now or then	4	22.2	6	23.1	-	-	10	20.4
Only a few times	4	22.2	3	11.5	1	20.0	8	16.3
Never	2	11.1	1	3.8	1	20.0	4	8.2
No response	1	5.6	1	3.8	1	20.0	3	6.1
Total	18	100	26	100	5	100	49	100

Summary:

Nearly half of all the respondents (49%) indicated that they had talked about transportation issues with family and friends over the past five years.

Do you feel you were able to fully share your ideas/concerns related to transportation during this workshop?

	SB	%	SSF	%	Undeclared	%	TOTAL	%
Yes	18	100	21	80.8	2	40.0	41	83.7
Somewhat, but more time preferred	-	-	2	7.7	1	20.0	3	6.1
Not at all, more time was needed	-	-	1	3.8	-	-	1	2.0
Don't know	-	-	-	-	-	-	-	-
No response	-	-	2	7.7	2	40.0	4	8.2
Total	18	100	26	100	5	100	49	100

Summary:

All San Bruno attendees (100%) and 80.8% of South San Francisco attendees felt they were able to fully share their ideas and concerns related to transportation during the workshop. [This calculation does not factor in no responses to the inquiry.]

How you ever participated in a community planning/input process in the past?

	SB	%	SSF	%	Undeclared	%	TOTAL	%
Yes	4	22.2	6	23.1	1	20.0	11	22.4
No	14	77.8	18	69.2	3	60.0	35	71.4
No response	-	-	2	7.7	1	20.0	3	6.1
Total	18	100	26	100	5	100	49	100

Summary:

77.8% of San Bruno attendees and 69.2% of South San Francisco attendees had never participated in a community input or planning process in the past.

Why did you attend today's workshop?

San Bruno	South San Francisco	Undeclared
<ul style="list-style-type: none"> • To find out how to take public transportation. • I was invited by mail. • Porque quiero ayudar a la comunidad y otros se beneficiaran del buen transportacion (Because I want to help the community and others benefit from good transportation} • To express my concerns • Because I want transportation to be on time and also I'd like SamTrans to be everywhere. • [To] learn about transportation issues and help to problem solve. • To find out what is happening. • Knowledge of transportation. • To relate issues regarding connection times with SamTrans. • To discuss dangerous walking areas. • Because I like to improve our surroundings and always get better and better. • Fix bus and BART problems and issues. • To contribute and participate in process to improve public transportation. • To raise a voice of concern on the public transportation serving the community. • To make a difference. • Breakfast was good, nice to have \$30 bucks in my pocket, but mainly to improve our system. • To share concerns regarding my teenager using public transit. • Travelling SamTrans with baby. 	<ul style="list-style-type: none"> • Interested in giving suggestions for transit issues. • Devoted public transit user that wants to see improvement in same. • I had ideas I was going to write in and I was glad to share some of them at the meeting. I could use the \$30 as extra benefit but I would like to have come anyway. • Because I consider very important to input my suggestions and comments. • For info for my kids. • To see what we together as a people can accomplish. • Needed more info on public transportation. • I like solving problems, or least put my input in. • For better service. • My kids use public transportation to school. • I received a notice and was excited to share my input. • I am concerned about South San Francisco. • Boredom. • I represent the bus riders in South San Francisco. • I'd like to help improve access in South San Francisco. • Want to improve transportation. • Wanted to gripe, share ideas, brainstorm. • To find out more about public transportation. • Hearing new items on the menu. • Concerns about public transportation in South San Francisco, and walking conditions. • Want to understand and learn more about transit services. • To learn more about public transportation. • SamTrans info. 	<ul style="list-style-type: none"> • Learn more. • To know about the transportation. • For good transportation.

Would you attend future workshops on the topics presented at today's forum?

	SB	%	SSF	%	Undeclared	%	TOTAL	%
Yes	17	94.4	25	96.2	3	60	45	91.8
No	1	5.6	-	-	-	-	1	2
No response	-	-	1	3.8	2	40	3	6.1
Total	18	100	26	100	5	100	49	100

Summary:

Of all 49 evaluations received by San Bruno and South San Francisco attendees, 91.8% felt they would attend future workshops on the topics that were presented at the workshop.

Specific future topics stated by San Bruno attendees include:

- Transfers.
- Caltrain and BART.
- There's a lot to learn.
- Sidewalk lights and speed bumps.
- I like to see how things improve with each other's ideas.
- Safety issues.
- Any of the topics.
- Bike lanes, discussions with drivers.
- Youth awareness and 'how to' information.

Specific future topics stated by South San Francisco attendees include:

- What services do our cities provide – housing, food, and benefits.
- Survey flyer possibly not returned because addressed to occupant.
- Another on public transportation and its staff.
- Transportation.
- Any of the topics on the agenda.
- Free shuttles and clipper card use (universal).
- All of the topics presented at the forum.
- Senior services.
- Special outreach service programs – housing, food and benefits.
- Anything to improve public transportation in the Bay Area.
- Cost of the ride and sidewalks.
- New route extensions.
- SamTrans and Redi-Wheels.
- SamTrans, Caltrain, BART.

- Safety issues and senior benefits.

What other topics would you have liked to have discussed at the forum?

San Bruno	South San Francisco
<ul style="list-style-type: none"> • Restrooms. • Wheelchairs on bus – I want drivers {to be} more responsible about the passengers on the bus. • Issues were discussed and problems were addressed. • Bad streets. • Cheaper fares. • Discounted passes and cheap bikes. • My suggestion is to please do it {improve our surroundings} as soon as possible. I don't have a car every day, I am permanently handicap/disabled. • Bike and pedestrian crossings and Caltrain/BART • Sidewalk wheelchair access. • Better transfers to Brentwood and Modesto. • Bike lanes on El Camino. • If we had to money to board. 	<ul style="list-style-type: none"> • Community services. • Other SamTrans cost-cutting measures –future increases. • Why using 2001 Census figures for workshops? • More Caltrain. • New bus routes. • Any of the topics. • Covered just about everything I needed in my group. • Senior programs. • Community services for residents. • Blocking the sidewalk. • More late night hours on BART. • Talked about all that concerns me. • Car share and carpool hotline. • More about Redi-wheels. • Touched on everything – no real solutions yet.

About the Workshop:

	San Bruno				South San Francisco				Undeclared			
	Excellent	Good	OK	Poor	Excellent	Good	OK	Poor	Excellent	Good	OK	Poor
Agenda	14	5	0	0	15	8	0	0	0	3	0	0
Presentation	14	4	1	0	14	9	0	0	0	3	0	0
Small Group Session	12	4	1	0	16	5	0	1	0	0	0	0
Handouts, Maps	14	4	0	0	19	6	2	0	1	0	0	0
Overall Experience	12	5	0	0	19	6	1	0	2	0	0	0
No response SB- 3												
No response SSF - 4												
No response Und - 5												

Summary:

Of the 18 evaluation responses received from San Bruno attendees, 77.8% felt the workshop agenda , presentation and handouts/maps were excellent, while 66.7 % felt the small group session and overall experience was excellent. [16.7% of the evaluations did not provide a response to this inquiry].

Of the 26 evaluation responses received from South San Francisco attendees, more than half felt the workshop agenda (57.7%) and presentation (53.8%) were excellent, while 61.5% felt the small group session was excellent. More than 70% of the evaluation responses (73.1%) revealed that attendees felt the handouts/maps and the overall experience was excellent. [15.4% of the evaluations did not provide a response to this inquiry].

Below are specific comments shared by attendees by workshop location when asked what they liked the most or the least about the workshop:

San Bruno attendees provided the following responses to the aspects of the workshop they liked the most:

- Very good, excellent – I came away with a lot of good info.
- I would like to have more workshops like this one for seniors and school students.
- [I liked the most to] be able to speak out.
- The agenda was extremely well put together, the presentation was very concise; the maps , handouts and overall experience was excellent.
- Very pleasant people to deal with; thanks for breakfast.
- One attendee commented on what he/she liked the least: “people talking between moments of presentation. I’m hard of hearing but I tried my best to accommodate the situation.”

South San Francisco attendees provided the following responses to the aspects of the workshop they liked the most, as there no comments shared on what aspects they liked the least:

- Good organization, dinner food was nice, staff people are all pleasant.
- Everyone, both instructors and guests made you comfortable so you felt you could express your thoughts.
- I enjoyed being able to participate in all aspects; it was enlightening and good to know that those in charge of these things are concerned about our welfare, and sincerely listened to our ideas.

Promotion:

How did you hear about today's workshop?

	SB	%	SSF	%	Undeclared	%	TOTAL	%
Email	1	5.6	1	3.8	3	37.5	5	10.0
SamTrans Website	0	-	0	-	1	12.5	1	2.0
Flyer posted in Community	0	-	3	11.5	1	12.5	4	8.0
Flyer on Internet	0	-	0	-	1	12.5	1	2.0
Flyer by Mail	12	66.7	19	73.1	0	-	31	62.0
Word of Mouth	0	-	0	-	1	12.5	1	2.0
Community Group	0	-	0	-	1	12.5	1	2.0
Friend, Colleague or Relative	1	5.6	1	3.8	0	-	2	4.0
Other – Phone	1	5.6	0	-	0	-	1	2.0
No response	1	5.6	2	7.7	0	-	3	6.0

Summary:

The majority of San Bruno (66.7%) and South San Francisco (73.1%) attendees heard about how they could participate in the workshop by having received a flyer in the mail.

I am a:	SB	SSF	Undeclared
Student	1	2	0
Senior	3	6	1
Head of Household	3	6	1
Parent	6	6	0
San Bruno Resident	11	3	0
South San Francisco Resident	4	16	4

Community Leader	0	2	0
Business Owner	0	0	0
No response	1	1	1

Summary:

Attendees at both workshops indicated they were students, seniors, head of households and parents. In addition, some San Bruno residents attended the South San Francisco workshop, while some South San Francisco residents attended the San Bruno workshop to accommodate their schedules.

I travel primarily by:	SB	SSF	Undeclared
Public Transit	8	15	1
Car	8	15	2
Foot	11	5	0
Bike	4	2	1
Other – Train	1	0	0
Other – Bus	1	1	0
Other – BART	0	1	0
Other – RediWheels	0	1	0
No response	2	1	1

Summary:

The majority of San Bruno and South San Francisco attendees who submitted an evaluation indicated they use multiple modes of transportation; however, most use public transit and/or cars, and/or walk to travel.

WORKSHOP FLYER

How do you want to get around?

Walk?
Pedal?
Drive?
Ride?

We need your help finding transportation solutions for your community. San Mateo County (City/County Association of Governments) is doing a study to find out about the transportation needs in South San Francisco and San Bruno.

Your input is important for a successful plan!



PLEASE JOIN US! Please come to one of two Transportation Solutions Workshops:

WORKSHOP #1 -- San Bruno

Wednesday, May 25th
9:00am - 11:30am
Breakfast will be served!

Fireman's Hall
618 San Mateo Avenue
San Bruno, CA
SamTrans Service: 140, 141

WORKSHOP #2 -- South San Francisco

Thursday, May 26th
6:30pm - 9:00pm
Dinner will be served!

Magnolia Community Center
601 Grand Avenue
South San Francisco, CA
SamTrans Service: 130, 132, 133

Receive \$30 for attending!

You must register in advance.

To register or
for more information, go to:

www.ssfsbcntp.com

or call our hotline:

650-458-7468

參加中文問卷調查, 請致電 650-508-6215

Para sa karagdagang impormasyon o para magpa-rehistro sa workshop, mangyari lamang na tumawag sa (650) 508-6211

COMMUNITY WORKSHOP LARGE/SMALL GROUP DISCUSSION NOTES

Topic	Gaps & Needs	Potential Solutions
Bicycle	<ul style="list-style-type: none"> • Hickey from El Camino Real to Serramonte lacks bike lanes and sidewalks • Bike racks on SamTrans (sometimes 2 racks isn't enough) • Bike access, connections to/from are lacking for ferries 	<ul style="list-style-type: none"> • More bike racks on buses • Bike storage underneath buses, like on Greyhound • More information about whether room for bikes on Caltrain • Difficult to get bike on train • Connections to Centennial way bike route • Bike clubs • Teach people to be better riders • More bike racks on buses • More bike lanes- at least people would be in a lane • Publish bike routes – newspaper (more places) • Bike rentals- give them maps, teach them safety • Keep bikes in certain areas- safer for everyone-riding together • Centennial Way better lighting at night and safety improvements • More bike lanes (Grand Ave in SSF, Huntington in SB) • Bus drivers need to give more time for people to get bikes off racks • Providing bicycles, funding bicycle purchase • Signs advising drivers about bicyclists, paths and encouragement to share the road • We need bike lanes! – grand, airport blvd, chestnut to Caltrain and BART • Youth safety- need bicycle lanes • Bikes on sidewalks vs. pedestrian safety • El Camino real needs bike lanes – El Camino real is very busy • Compare to Valencia St and Market St • Take out a car lane • Scary to be biking in the same direction as traffic • More bike education- public address or billboards (PSA on SB channel), schools (public announcement , libraries) • Bike/motorcycles/cars need to interact better, to slow down for safety and share the road • Bus needs to accommodate more bikes • More bike racks at BART stations • Bus driver education • More bike lanes/paths • Wider sidewalks/bike lane

		<ul style="list-style-type: none"> • Bike lane/path maintenance • Affordability (loans, assistance to purchase) • Bike racks on bus (2 on the rack, 2 on the bus) • Driver awareness, tell drivers • Beware of stealing bicycles on crowded buses (implement a tagging system) • Feel unsafe on street lanes • Bike lane on Grand and up Chestnut • Share the road signs on main arteries (El Camino Real/Grand) • Better connection of existing bike and pedestrian paths • Local bike/pedestrian committee to come up with more solutions • Bike share program at transit/ferry • Motorist/bus driver awareness of cyclist • Not enough bike capacity • Bike security on buses • Real time communication of bike rack availability on buses
Pedestrian	<ul style="list-style-type: none"> • Flashing pedestrian crossing lights needed • Longer walk time (BART and Trader Joe's) • Businesses on Old Mission Rd. block sidewalk (auto dealer) • No sidewalks at cemetery • Many sidewalks don't have ramps (Orange to Grand) • Cars park in sidewalk • SSF BART to Trader Joe's needs sidewalks • Need more benches (Grand/Maple) • Lighted crosswalks/flashing (needed at San Bruno Ave@2nd Ave, 3rd Ave, Green by the donut shop.) • 2nd and 3rd need lights, speed bumps (speeding/ cut-throughs are a problem) • T-intersection (7th Ave @ Pine—speeding past last home at end of T-intersection) • Access across 101 from 	<ul style="list-style-type: none"> • Timed cross-walks- know how much time you have (everywhere). Know whether to try to cross- better for traffic too • More availability of bike/walking maps • Safety issues at night to walk • Sidewalk needed on Westborough between Camaritas and Junipero Serra • Increase walk signal time across El Camino Real • Pedestrian islands halfway across street • Pedestrian access to Caltrain station • Buses stop in crosswalks/block access for pedestrians • Baden/Linden- safety issue, needs better enforcement, no right turn on red, or dedicated pedestrian signal • Better lighting at Airport and Baden train bridge • Enforcement at stops signs • Airport and 2nd need landscape maintenance • Orange and Tennis need lighted flashing crosswalk • Curb out, colored crosswalk or speedbumps • Pedestrian access across El Camino • Enforce speed on Orange • Skateboard safety education • Landscape maintenance to protects sidewalks from tree roots • Groups that can advise and help senior groups,

	<p>Downtown SSF to jobs, ferries, Caltrain east of 101</p> <ul style="list-style-type: none"> • Patience and flexibility help improve perception of pedestrian experience 	<p>AARP</p> <ul style="list-style-type: none"> • Make sure crosswalks give adequate time for crossing, studies and analysis needed to study patterns • Police can monitor, be present at busy intersections during commutes • Marked crosswalks with flashing lights or extensions (between San Bruno, Millbrae, El Camino Real) • In ground lit crosswalks (Safe Routes \$? ADA?) good example on Westlake • Stops, shelters • Curb cuts/ ADA • Crossing El Camino • Pedestrian crossing at signal times too short (all along el Camino, Airport Blvd) • Hazardous sidewalk conditions along Hillside, trees and concrete • Motorist education awareness, traffic calming- Grand and Linden • Tree wells are dangerous for pedestrians • Trees uproot sidewalks (Burlingame on El Camino Real) • San Bruno Ave has many sidewalk issues • Improved crosswalks (San Bruno Ave, 2nd Ave, curb cuts needed on Huntington, repaint/remark) • Traffic calming (speed bumps on 2nd Avenue/San Bruno Ave/ 7th Ave • Improved sidewalks – broken sidewalks (San Bruno Avenue, freeway crossing in San Bruno) • Crosswalks (large ditches on El Camino Real, San Bruno) • Dangerous pedestrian crossing (San Bruno/2nd Ave, Green/San Bruno need lighted crosswalks) • Flashing lights at crosswalks with many pedestrians • Airport Blvd to Caltrain needs bulb-outs, traffic calming, ADA access to station, bicycle connections • 2nd Ave/ San Bruno • 3rd Ave • Hickey sidewalks • Safety for walking/taking transit • San Bruno Ave/ 1st and 2nd Ave (front of Muffler shop) • Trees impede walkway, pedestrians must walk off sidewalk to get around. Blocked area, benefits pedestrians/bikes- city to address • Baden/Chestnut- no crosswalk, solution: add
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		blinking light crosswalk
Caltrain/BART	<ul style="list-style-type: none"> • Safety at SSF Caltrain station • Bus service to SSF Caltrain • BART escalators often out of service in SSF • No sidewalk/bike lane to SSF Caltrain • Need later hours on BART on weekends • New electrified Caltrain to San Jose and SF • Info on Caltrain “real-time” reporting lists the wrong arrival time • Better coordinated connection times • Local bus connection to SSF Caltrain needed –would especially help special events (late night departure from S.J) • Connection times for commute to Richmond • Clipper not having fast pass/glitches are a problem and added cost 	<ul style="list-style-type: none"> • Better patrolling of Caltrain stations and the ticket vending machines are often broken • Need to know more about service- where does it go? • Would ride BART more if had extra \$ (works good) • Would take BART more if had a pass (like the bus pass) or (10-ride pass) • Learn how to use Clipper card • Caltrain need path to station (not clear how to get there)-need bigger/more signs • Caltrain- should be able to buy tickets on board (ticket machine on board) • Education on how to take Caltrain, education on where stations are • Caltrain ticket machines take too long to use • Postal mail the information • Explain the steps • 800 # to call- get through to someone • Simple- easy to understand if not taken transit before • Different languages (Spanish, Chinese, Italian) • Improve safety at Bayshore/SSF stations • Bicycle access to Bayshore/SSF stations • Cleanliness at Bayshore • Elevators/escalators do not always work- better notification before boarding, call 511 to find info about escalators/elevators • Better pedestrian safety than before, no crossing tracks • Provide more information and controls about safety at Caltrain tracks • Senior passes notify ticket booth to verify age (fraud reduction) • Timing of connections on Caltrain for special events-needs to run later • Safety/access at SSF Caltrain station • Increase frequency for special events • Shuttle from Oakland BART to Amtrak • Increase bicycle accommodations on BART/Caltrain • Cleaner stations and escalators • Better instructions on change machine or better maintenance • Difficult access SSF station • SSF station needs better lighting like Millbrae • More security, late at night

		<ul style="list-style-type: none"> • Road repair • Directional signs • Better outreach and education about Caltrain • BART should allow bikes during commute hours and add a Bike Car • Increase community advocacy for bike facilities • More publicity of late night BART service testing • South City station missing pedestrian facilities surrounding area • Improve ped/bike access to/from station • ADA limited mobility • BART stations are cold • Universal transit pass/free connecting transfers onto connecting routes • More affordable • Caltrain is good (can eat on board, restrooms available) • Improve South City Caltrain Station, (schedules needs to be posted, pedestrian walkway under freeway needed) • Expensive, dirty, noisy, closes too early • BART should run later • San Bruno Caltrain is well lit and nicely maintained • SSF station is unsafe, inaccessible, not well-maintained and needs more frequent service • Better instructions for ticketing • Ability to make change • Maintenance of change machines • BART cost for local trips too high (\$4.00 SSF to SB) • After sporting events limit alcohol • Costly on Caltrain and BART • Zone structure should be reevaluated for broader trips (e.g. San Bruno to Millbrae) • Enforcement and safety at BART • Special event trains from San Jose • Parking regulations at SSF BART (need more signs) • Bilingual announcements (Both Caltrain/BART and schedule information too) • How to ride public transit kit in libraries/malls and advertise this on buses • Clipper retailers should have schedules and transit information (retailers/schools) • Young transit user education in schools • Change machines at SSF BART/Caltrain not working on weekends. Solution: have regular maintenance checks on change machines
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SamTrans	<ul style="list-style-type: none"> • What can we expect for future transit- what will it cost? What's available? • Transfers needed • More buses on weekends- especially to hills • Need multiple ride pass • Route 133 and 132 needed on Sundays and Holidays for shopping (Tanforan), bingo etc. Need to transfer to W. Orange Library, transfers too expensive • Route 130 and 132 needed beyond 5pm on Sundays, more Sunday service • Need senior pass on Clipper • Route 132 needs to go to Tanforan • Need bus shelters on Grand and Linden Avenues • More buses to SFO • Overcrowding on 390/391, perhaps send two buses at a time during peak hours • Medicare discount still on Clipper? • Only one all-night bus, need more • Transfers in any direction (like SF, not AC transit) • More shuttles from Bayshore Caltrain • BART shuttles wont' stop • SamTrans needs to be on time, 390/391 sometimes arrive together • 14L arrival time reporting is off, lack of real time reporting at stops and handheld devices • 141 connection timing with the 390/391 is poor, leaving seniors out in the cold • 122 leaves exactly @3:15, not leaving students enough time to board (Alta Loma High School) • Drivers depart as passengers 	<ul style="list-style-type: none"> • No bus connections (Avenues/El Camino to BART/Caltrain station. Solution, extend Route 140/141 going all the way to the avenues to San Bruno Avenue to El Camino • No shuttle from E. Grand to the Caltrain • Event bus service needed from Caltrain • Maps in bus shelters • Need Sunday service for 130/131/132 • Better transit service, later service to San Bruno BART and Tanforan • Simple single number to call for transit information- less transfers • Bus shelters- route maps and common destinations • Real time arrivals- when is bus coming? • Nicer bus drivers • Securities on bus- rotate, mobile unit, "Roving"- not always • Bus service to Caltrain, coordinate with BART • Long wait times between buses • Route 133 need shelter and benches- Country Club and El Camino near Walgreens, and Airport Blvd and Grand • Eliminating benches is a problem for transit users; homeless folks still in the area • Develop policy/procedure for outreach before removal of benches • Takes up too much space on roads • Bayshore/Brisbane shuttle deviated/fixed route: call driver to pick up/drop off • Better information about what transit is available- make simpler/easier to access for seniors (other than internet) • Redi-wheels: better schedules, shorter routes, stick to schedule • Local shuttles, circulates in SSF or SB, keeps people local/ improve local economy • Too long of wait time, buses should be more frequent • Universal transit card • Transfers!! • Route 133 and 132 need Sunday service for food, shopping and senior center bingo • Route 130 needs to run past 5:30PM, maybe until 7PM • Free bus transfers • Provide convenient locations to purchase Clipper pass • Bus shelters needed at Grand and Linden, Grand
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	<p>heading for bus. Ask drivers to radio to connecting bus.</p> <ul style="list-style-type: none"> • Particular driver did not allow assistance animal/guide dog on bus • 112 to Linda Mar is always having on-time issues. Makes daily planning a huge challenge • Direct service to S.F. destinations from “the avenues” is lacking • No transfers make bus expensive • Overcrowded buses at peak times has extra impacts on elderly/stroller, etc. • Drivers do not speak up to help clear seats • Wish strollers were allowed in wheelchair space • Worse: 390/391 need 24 hour service • Forced (due to crowding) to exist from back and driver will almost leave with bike in front • East Grand/ across Hwy 101 very little bus service, lots of people left to walk over there (Scavenger), Oyster Point is a 1 hr walk • El Camino to 7th Ave along San Bruno lacks a connection • Youth engagement, specialized outreach, information on how they can use transit is lacking 1580 Maple in Redwood City also lacking connection 	<p>and Airport (southbound)</p> <ul style="list-style-type: none"> • Comfortable/relocated bus stop seats to be away from curb and higher for seniors • Better timed connections • Bus service to industrial area east of 101 • Offer day/weekly/10 day pass/ 20 ride passes • Bus driver training to control trouble passengers such as high school kids • Future connections from westside to ferry • Mandatory tax deductions for transit costs • Incentive for employers • Better service to Orange Library and Tanforan • Bus service to E. Grand? Company shuttles sufficient? • Keep free shuttle service • Good transfer system would promote increase in ridership • Shouldn't have to pay for each leg of multiple-route bus trips • Sunday service needs to expand and holidays, more routes (132, 133) • Weekend evening service should run later (130, all routes) • Re-evaluate routes/schedules to reduce unnecessary service to allow funds for needed expansion • Match schedules to BART • Dual paper or Clipper, give people choice • Transfers- need smooth transition from paper to Clipper • Add fare machines for Clipper reloading • Scheduling • Connection times 122 to 130 at Colma BART to Pacifica • Better inter-bus coordination, when one is running behind, etc. • Bus drivers rude, won't wait reasonable time to board and sit, secret shopper program to evaluate bus drivers • MTC partner for Clipper • California check cashing locations at J+J, business partners • Real time arrival information for bus • Drivers are helpful and nice to seniors and disabled, thanks! • Getting to Oyster Point-implement bus service • More public information about shuttles to Oyster Point
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		<ul style="list-style-type: none"> • More information about how to take transit (pamphlets, posters on buses, point to website, side of buses with instructions on how to get to specific destinations, educational community gatherings, Orange Park Rec for seniors, street fairs, hospitals, San Mateo County Fair bulletin board) • Shelters (weather protection) • More compassion from bus drivers • More buses • Floater bus during peak times, maybe smaller buses • BART is good (easy to get to from project area) except for issues of cost and cleanliness • Better bus shelters that protect from rain/weather (Nextbus) • Real time information • Need to provide bus schedules on bus (particularly 390/391) • Provide stroller/luggage racks on bus • Be on time • Free transfers needed • Restrooms for bus riders (coordinate with shops for a fee) • Overcrowded (educate bus driver to ask riders to move to the back to make room, bus driver communication) • Destinations difficult to reach (East of 101, Shuttles to E of 101 expensive; need a monthly pass to use, Oyster Point, from San Bruno to Grand Ave SSF transfers) • Clipper cards to automatically give transfers • SamTrans- day passes • Too expensive • Monthly passes too expensive • Increase frequency for 121 • Consistent spacing between buses (improved communication between drivers) • Uncovered bus stops on El Camino Real and San Bruno Avenue (bus stop improvements) • Transfers – at least one • Clipper card information- reach out to users • Better bus connections • East side of 101 in Burlingame add route • San Bruno Ave to SFO (travel and employment) • Digital real-time (Next bus) • 141 Bus needs Saturday/Sunday service (problem for seniors who can't get out of neighborhood) • On-time performance • Driver relations
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		<ul style="list-style-type: none"> • Destinations- East Grand, Oyster Point • ECR to 7th • 390/391 too crowded, need 2nd buses during peak and 24 hour service • Easier stroller access (use wheelchair ramps) • Stroller/shopping carts storage racks on buses (luggage racks) • Flexible storage on 292 during summer peak (tourist) • Transfers • Circle around hospitals similar to transit hubs (San Mateo Co Med Center, Mills/Penninsula/Kaiser) • Connecting courtesy by drivers if a bus is late, radio contact with connector routes • Hospital potential partner (funding partner coordination) • Lighting in dangerous areas • Shelter at Grand Ave/Spruce • Bus transfer would be helpful, especially for R/T's, time limits (up to one hour), benefits low-income and aging population • Change money—passengers especially late night don't have ways to make/get exact bus fares. Good to have a change machine at local businesses with bus stop and train station, where its safe and lit (people have paid in excess because they don't have change)
Automobile		<ul style="list-style-type: none"> • Drivers should give buses space • Taxis: senior rates, subsidies, better rates • Volunteer driver program (reduced rate, lower than cab fare) • More information on Carpool/Car Share programs • Zip car, car sharing- hourly cost • Casual carpool – Grand and Airport • Carpool (HOV) lane on US 101 • Park n Ride- Grand and Airport • Education to drivers, Pedestrians have right of way • Car share, carpooling- service/hotline to access • Incentive for car pool • Casual car pool (reward program) • Extend CareAdvantage type of program with free taxi rides • 7th Ave/ San Bruno Ave visibility issue • Back up on 2nd Ave; can't make left because of speeding traffic from 101. (need stop signs/traffic lights to slow traffic) • Gas is too expensive

		<ul style="list-style-type: none">• Gas prices, overall cost too high• Shuttles and carpools- how to get non-drivers to park n rides for rides• Carpool hotlines to East Bay• Chestnut Ave/Baden- Difficult to make left turn- high traffic area. Solution: Add stop sign, there isn't any traffic calming benefiting other drivers and pedestrians
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Appendix C - Resident Travel Survey Results

RESIDENT TRAVEL SURVEY HIGHLIGHTS

Introduction

A survey was mailed to all households in the project area. It included general questions about home location, age, car ownership, travel mode, and travel issues. Survey respondents were questioned about the type of trips that are most difficult for them to complete and were asked to identify their most important transportation needs. The survey was presented in English and Spanish, with translated versions in Tagalog or Chinese available by calling the hotline or by online access. A notice written in these languages were included to provide the hotline phone number and website information.

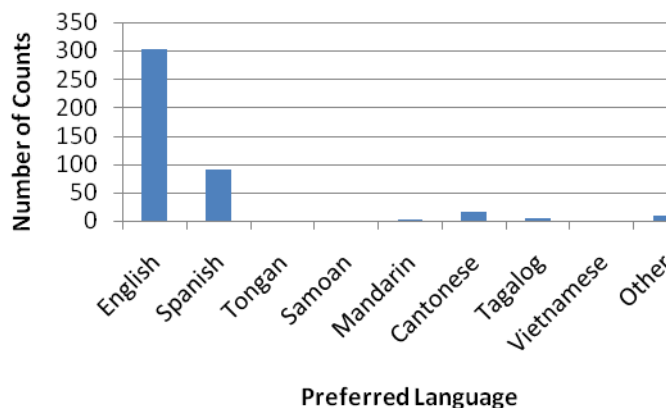
To provide incentive for filling out the survey, respondents were entered to win a \$100 gift card for a local grocery store or retail chain. The survey also announced specific information regarding location and times of the two workshops.

More than 7,000 surveys were distributed to area residents. SamTrans received a total of three-hundred and ninety-three (393) resident surveys—a 5.6% return rate. Of these returned surveys, 335 (85%) were in English and 58 (15%) were in Spanish

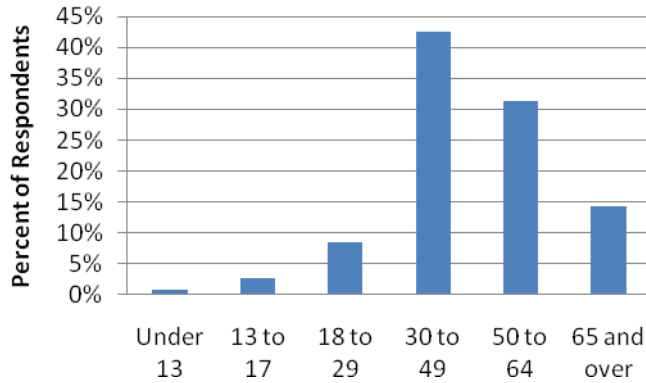
Demographics

The demographic profile of the target population included language, age, gender, household income, and number of children under the age of 18.

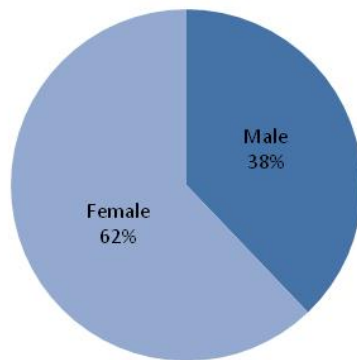
- Language: The majority of survey takers identified English and/or Spanish as the language they use the most.



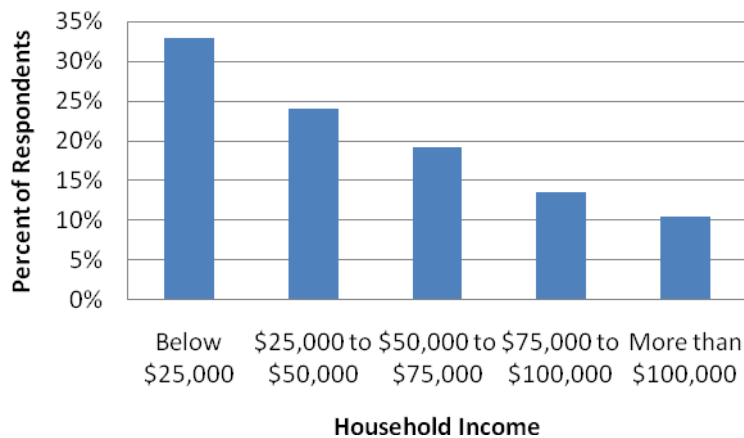
- Age: The majority of survey takers were over 30 years old; about 40% were between the ages of 30 to 49, and approximately 30% were between the ages of 50 to 64.



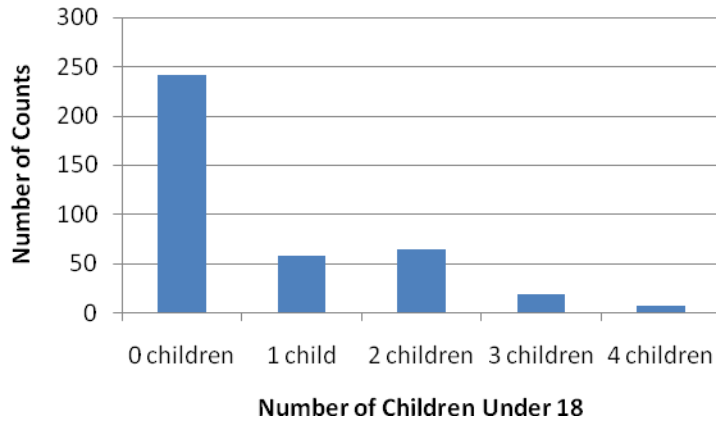
- Gender: Approximately 62% were female and 38% were male.



- Income: 33% of survey takers had household incomes below \$25,000 and 24% had household incomes between \$25,000 and \$50,000.

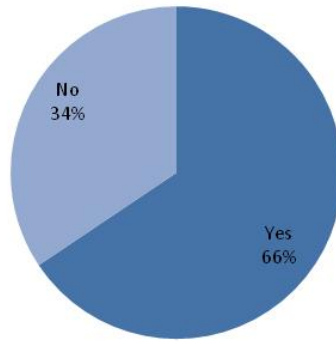


- Children: Approximately 38% of survey takers indicated they had children under the age of 18 living at home. Of those households with children, 44% had two children and 39% had one child.

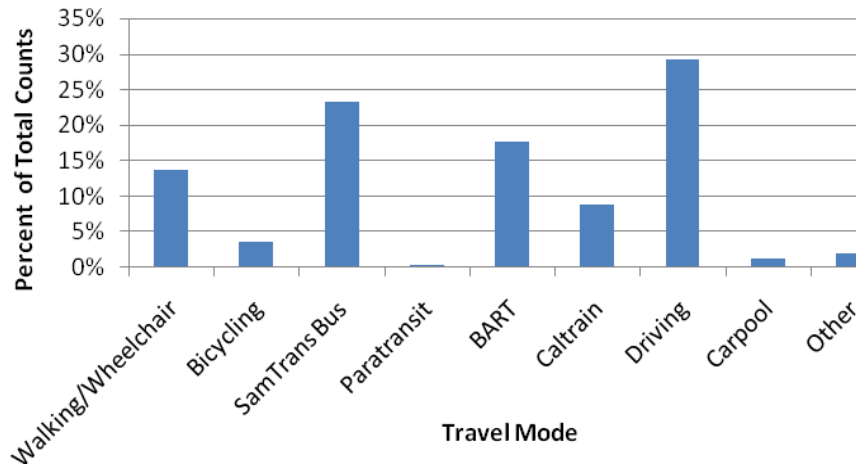


Travel Mode

- Car ownership: 66% of survey takers had regular access to a car or truck.

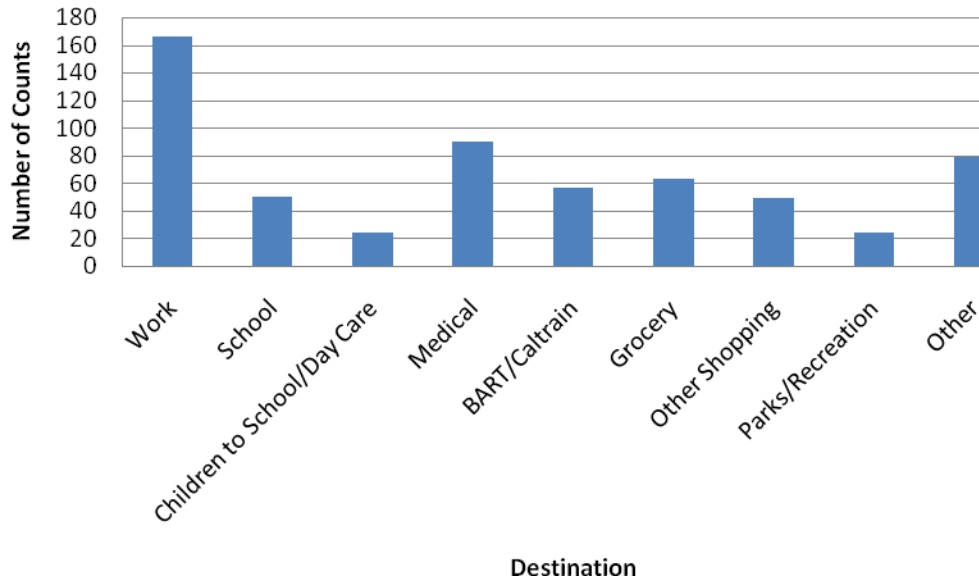


- Primary way of travel: Approximately 29% of survey takers drive and 23% ride the bus. Many also take BART/Caltrain and walk. Survey takers were allowed to select up to two modes.



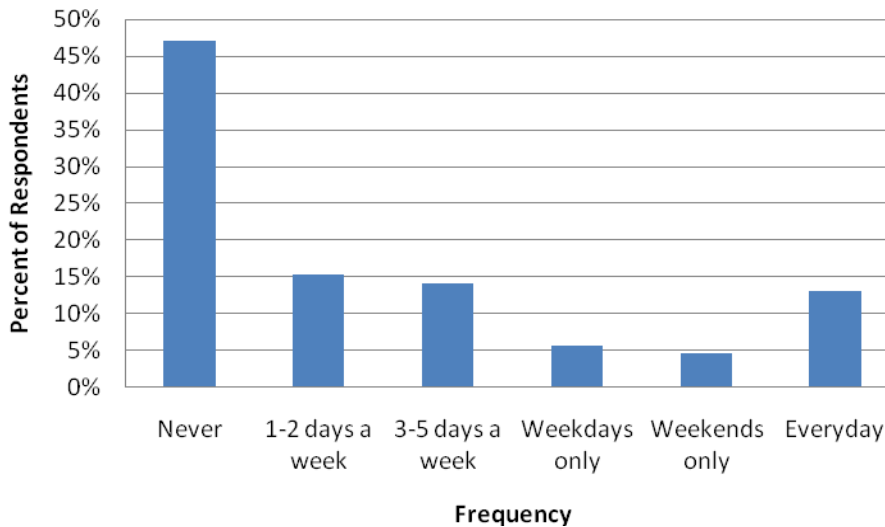
Destinations of Difficult Trips

Survey takers were asked to identify the destinations of the most difficult trips they make. The two most common difficult trips identified were work and medical visits. The most frequently cited destination for work was San Francisco (47 counts), followed by Redwood City (14 counts), San Mateo (8 counts), and San Bruno (7 counts). The most frequently cited destinations for medical visits were San Francisco (15 counts) and San Mateo (15 counts). Specific hospitals most frequently cited were Kaiser (14 counts) and Seton Hospital (9 counts). Other destinations included grocery and shopping, BART/Caltrain, and school. The most commonly cited destinations for grocery were Safeway (7 counts) and Lucky's (6 counts), followed by Costco, Serramonte and W. Orange. The most commonly cited shopping destination was Tanforan (7 counts), followed by Hillsdale, Serramonte, and W. Orange. The most common school destinations mentioned were College of San Mateo (5 counts), Skyline College (5 counts), and cities such as South San Francisco, San Francisco, San Mateo, and Redwood City. See Raw Survey Tables for details.



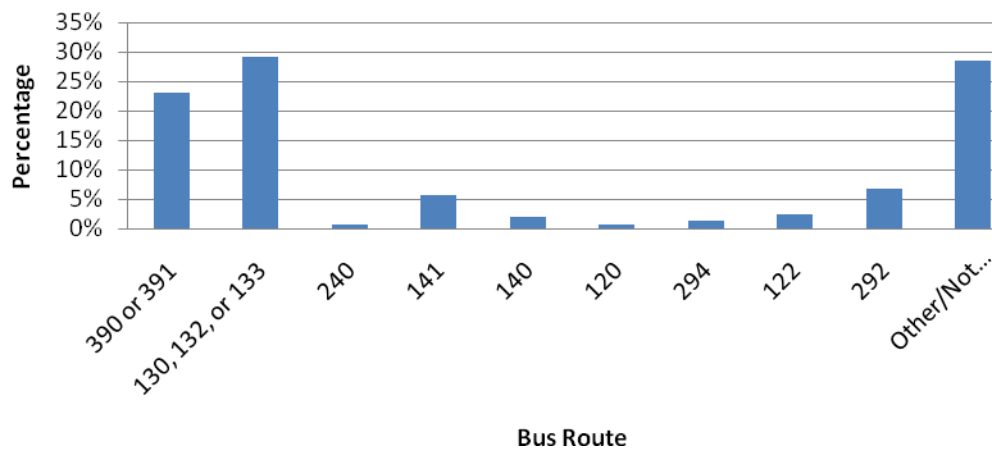
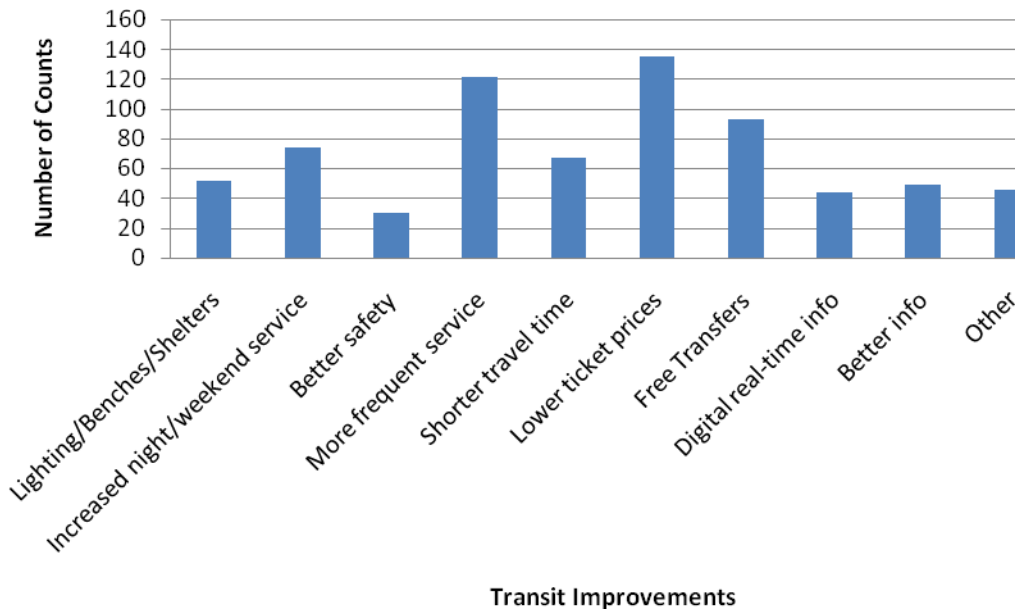
Bus

According to the survey, Approximately 53% of survey takers ride the bus at least once a week—15% ride 1-2 days a week, 14% ride 3-5 days a week, and 13% ride the bus every day.



Survey takers were asked to identify improvements to help them ride the bus more frequently. The top three transit improvements identified were lower ticket prices, more frequent service, and free transfers. The main routes identified for desired schedule changes were routes 390, 391, 133, 132, and 130. The majority of survey takers chose more frequent service as the desired schedule change for their route. Many also wanted later service and weekend service. Specific locations mentioned more than once for increased night/weekend service included along El Camino Real, Grand Ave, and to Tanforan. For those who wanted more lighting, benches, and shelters, locations mentioned more than once included Airport Blvd and Butler Ave, El Camino Real, and Old Country Rd. For

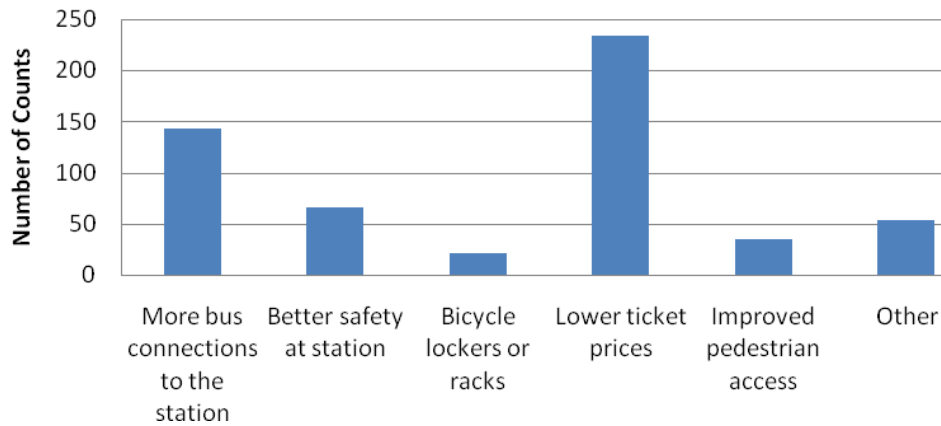
those who wanted better safety, South San Francisco was cited as an area needing increased safety, as well as at bus stops and on the buses themselves.



Route	Desired Transit Improvements (Number of Times Checked)				
	More frequent	Earlier	Later	Weekend	Other
390	4	2	1	1	2
390/391	13	2	2	3	0
391	4	0	1	4	1
133	8	0	7	8	7
132	4	1	4	5	2
130	7	0	6	3	0
130/132/133	3	0	2	3	0

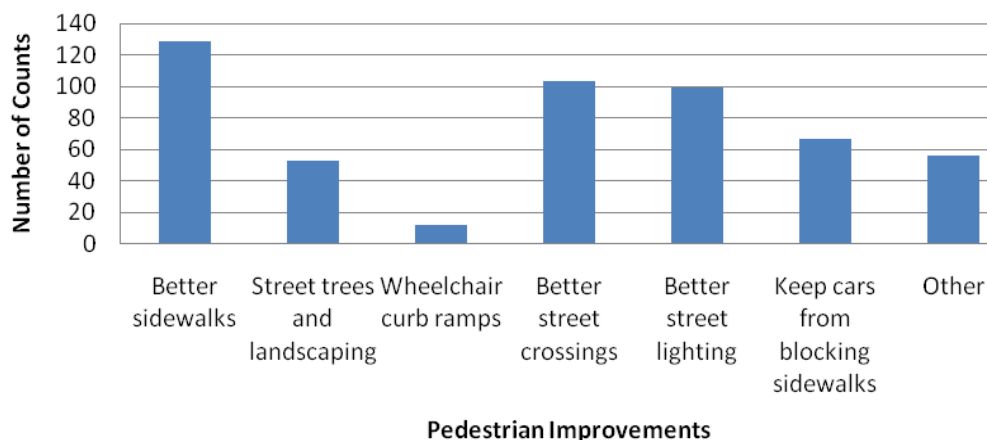
BART/Caltrain

Survey takers were also asked to identify improvements to help them ride BART/Caltrain more frequently. The top two desired improvements identified were to lower ticket prices and/or add more bus connections to the station. For those that indicated “other”, the most frequently mentioned desired improvement were later service (6 counts) and free parking at the stations (4 counts). Other improvements mentioned more than once included cleaner stations, shorter travel times, free transfers, more information, better safety, and more frequent service.



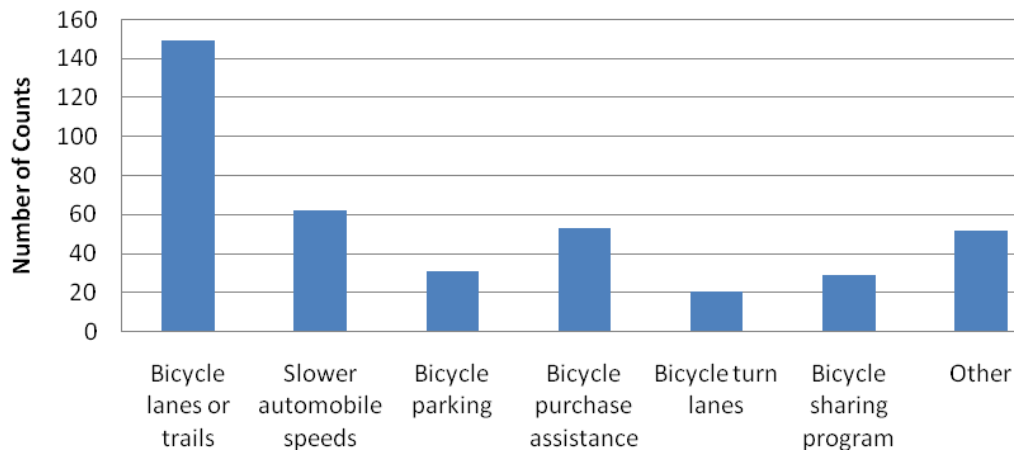
Walk

Next, survey takers were asked to identify improvements to help them walk more frequently. The top three desired improvements identified were better sidewalks, better street crossings, and better street lighting. Locations for sidewalk improvements that were mentioned more than once included San Bruno Avenue, Spruce Avenue, Huntington Avenue, Herman Street, Burlingame Avenue, and El Camino Real. The top location for better street crossings that was mentioned most often was El Camino Real (9 counts). Other locations mentioned more than once included San Bruno Avenue, Linden Avenue, Spruce Avenue, W. Orange, and Airport Blvd. The most frequently cited location needing better street lighting was South San Francisco (8 counts) in general. Huntington Avenue was also mentioned a few times. Locations mentioned that needed to keep cars from blocking sidewalks included Old Mission Road and San Mateo Avenue.



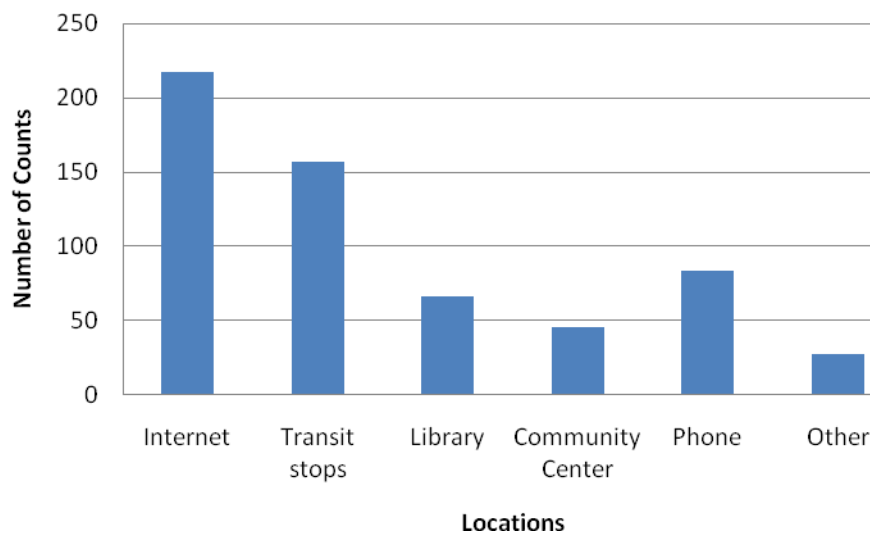
Bicycle

Next, survey takers were asked to identify improvements to help them bicycle more frequently. The most desired improvement identified is to have more bicycle lanes/trails. Many also identified slower automobile speeds and bicycle purchase assistance. The most frequently cited location for more bicycle lanes or trails was El Camino Real (6 counts). Other locations mentioned more than once included Spruce Avenue, W. Orange, Grand Avenue, San Bruno Avenue, Hillside Drive, and Huntington Avenue. The most frequently cited location for slower automobile speeds was also El Camino Real (7 counts), followed by W. Orange (3 counts), Spruce Avenue, San Bruno Avenue, and Angus/Third. Areas identified needing more bicycle parking included BART stations, bus stations, and major shopping centers.



Preferred Information Access

Finally, survey takers were asked how they prefer to receive information on transportation. The top two desired locations identified by survey takers to provide bus/train information is on the internet and/or at transit stops. For those that indicated “other”, postal mail was cited most frequently (10 counts), followed by schools (3 counts), and smart phone applications (2 counts).



Additional Comments

While there were several comments stating appreciation for the survey and general satisfaction with the public transportation service, most comments were centered on needs and gaps. The most common improvements suggested were cleanliness of public transit vehicles, lower fares and/or free transfers, faster or more frequent service for commuters, extension of service to the industrial area and east of Grand Avenue, bus drivers interaction, and pedestrian improvements such as speed humps and sidewalk repairs.

RESIDENT TRAVEL SURVEY—RAW RESULTS

These raw survey results are based on 362 returned surveys and 31 online surveys. A blank survey is shown in the next section

Q1. Do you have regular access to a car/truck?

Yes	66%	(248)
No	34%	(130)

Q2. What is your primary way to travel? (check up to two)

Walking/Wheelchair	14%	(93)
Bicycling	4%	(25)
SamTrans Bus	23%	(157)
Paratransit	0.4%	(3)
BART	18%	(119)
Caltrain	9%	(60)
Driving	29%	(197)
Carpool	1%	(8)
Other	2%	(14)

Q3a. What is the destination of the most difficult trip you make? (check up to two, please list specific address or intersection)

Work	28%	(166)
School	8%	(50)
Children to School/Day Care	4%	(24)
Medical	15%	(90)
BART/Caltrain	9%	(57)
Grocery	10%	(63)
Other Shopping	8%	(49)
Parks/Recreation	4%	(24)
Other	13%	(79)

Q3b. Where is this destination?

Work	
REDWOOD CITY	SAN MATEO
SAN FRANCISCO-DOWNTOWN	HILLSBOROUGH, SF
SAN FRAN	SAN CARLO
SAN MATEO	BURLINGAME
PALO ALTO, EL CAMINO	MILLBRAE
MOSS BEACH	WALNUT CREEK
SAN FRAN DOWNTOWN	BRISBANE
SAN BRUNO/SAN MATEO	AIRLINES
PARNASSUS, SF	OAKLAND
SAN FRAN	SF
SF	SAN BRUNO AUTO CENTER
NEAR SF ZOO	MOUNTAIN VIEW
POWEL AND CALIF ST SF	MENLO PARK
SSF	SAFE HARBOR TO EL CAMINO
SAN FRAN	SAN BRUNO
SAN FRAN	SF
SAN MATEO	SO END REDWOOD CITY VIA 101
BURLINGAME	REDWOOD CITY
HILLSDALE SHOPPING CENTER	SAN BRUNO
SANTA CLARA	SAN JOSE
547 HOWARD ST SF	SF NORTH POINT
ORANGE PARK	SAN MATEO
100 LARKIN ST SF	SF
I USUALLY DROP OFF MY DAUGHTER TO SCHOOL IN SAN MATEO THEN BACK TO SSF	BRISBANE
DOWNTOWN SF	SF
BURLINGAME	MENLO PARK
SF	HOWARD AVE SF
INDUSTRIAL AREA OF SSF	MARKET ST AT 5TH SF
	SSF

OAKLAND	BEACH ST SF
SAN MATEO AVE SAN BRUNO AVE	SAN MATEO
MILLBRAE	SAN MATEO
SAN BRUNO TO SSF	SF
REDWOOD CITY, 120 ORCHARD	ALL OVER, SOMETIMES AN HOUR AWAY
THROUGHOUT BAY AREA I DO CONSULTING	SF
BRISBANE(OLD COUNTRY RD/BAYSHORE)	SAN JOSE/CISCO
HAIGHT ST, SF	DOWNTOWN SF
SF	SF
OLD BAYSHORE AND OLD COUNTY RD BRISBANE	HAYWARD
REDWOOD CITY	SAN CARLOS
SFO	SAN CARLOS
VARIES	MARKET ST
39TH AVE SAN MATEO	SF 4TH CALTRAIN
SAN MATEO	SAN MATEO
CLEMENT ST SF	EMBARCADERO
SAN FRAN	CONCORD VIA S.B. BART
BAY AREA	VARIOUS LOCATIONS
MILLBRAE EL CAMINO REAL	SF TO SAN CARLOS
COLMA	COLMA/DALY CITY
SSF E GRAND AVE	SAN MATEO BLVD
HOWARD ST SF	HICKEY BLVD.
JOB SEARCHING	ATHERTON
SF	MOSS BEACH
ATT PARK SF	SAN FRANCISCO
SF	MILLBRAE
REDWOOD CITY	AL TRABAJO
PRESIDIO	OAKLAND
SF AIRPORT	EL CAMINO REAL
HEALTH SERVICES	DESDE SAN BRUNO/ HASTA SF
MASSON AVE/SAN BRUNO AVE	PALO ALTO, CA

<p>REDWOOD CITY</p> <p>OYSTER POINT BLVD</p> <p>HAYWARD</p> <p>COUNTY OF SAN MATEO</p> <p>SF</p> <p>SANTA CLARA</p> <p>SSF TO SF</p> <p>CIVIC CENTER, SF</p> <p>SF</p> <p>DEANZA BLVD SAN MATEO</p> <p>SSF GRAND SPRUCE</p> <p>PLEASANTON</p> <p>SF DOWNTOWN</p>	<p>SAN FRANCISCO</p> <p>PALO ALTO</p> <p>AEROPUERTO</p> <p>SAN FRANCISCO</p> <p>BURLINGAME</p> <p>SAN CARLOS</p> <p>SF</p> <p>EMERYVILLE</p> <p>PESCADERO</p> <p>SAN FRANCISCO</p> <p>SAN MATEO</p> <p>REDWOOD CITY</p>
School	
<p>RWC</p> <p>WESTBOROUGH</p> <p>PACIFICA, 1295 SEVILLE DR</p> <p>SAN BRUNO</p> <p>PACIFIC AVE</p> <p>SKYLINE COLLEGE</p> <p>NOTRE DAME (BELMONT)</p> <p>SF STATE</p> <p>SKYLINE COLLEGE</p> <p>COLLEGE OF SAN MATEO</p> <p>CITY COLLEGE OF SF</p> <p>SAN MATEO COLLEGE THEN BACK TO WORK IN SSF</p> <p>SAN MATEO</p> <p>REDWOOD CITY</p> <p>BELLE AIR ELEMENTARY</p> <p>SF</p> <p>SF STATE DALY CITY BART</p>	<p>SAN JOSE STATE</p> <p>EL CAMINO HIGH</p> <p>CSM</p> <p>CSM</p> <p>OSM</p> <p>CSM TAKES ABOUT ONE HOUR AND 40 MIN EACH WAY</p> <p>CSM</p> <p>SSF</p> <p>SKYLINE COLLEGE</p> <p>ADULT SCHOOL/SPURS</p> <p>WEST ORANGE SSF</p> <p>DALY CITY</p> <p>SAN FRANCISCO</p> <p>SAN MATEO</p> <p>CHESTNUT AVE Y GRAND AVE</p> <p>EL CERRITO SOUTH SAN FRANCISCO</p> <p>SSF, ORANGE</p>

SKYLINE JR COLLEGE SF VHS SAN CARLOS	SKYLINE COLLEGE PARKSIDE SCHOOL SSF
Children/Daycare	
2 BLOCKS AWAY MERCY/BURLINGAME SILVER AND PRINCETON MONTEREY DRIVE SAN BRUNO ORANGE AVE CAR POOL PACIFICA ORANGE AND MYRTLE MARTIN ELEMENTARY SCHOOL EVERGREEN DALY CITY	MISSION ST SF MILLBRAE, SAN BRUNO WESTBOROUGH MARTIN SCHOOL SAN BRUNO SOUTH SAN FRANCISCO EVERGREEN ALLEN SCHOOL ALIDA WAY SSF
Medical	
FAIR OAKS SETON HOSPITAL SPRUCE AND GRAND SSF HICKEY BLVD/KAISER PEZO AUTO BURLINGAME SAN MATEO MEDICAL SF GEARY ST UCSF SAN FRAN DR LUNA SPRUCE SR. SSF SAN MATEO/MILLER HOSPITAL AREA MENLO PARK VA KAISER KAISER SAN MATEO HOSPITAL	SAN MATEO MED SAN CARLOS SSF KAISER CENTER BAY AREA BURLINGAME/PENINSULA HOSP PALO ALTO VA SETON KAISER SAN MATEO UCSF SETON HOSPITAL MILLS PENINSULA SAN MATEO, MILLBRAE KAISER PALO ALTO ST LUKES SF CESAR CHAVEZ AND VALENCIA KAISER

SAN FRAN	SF
STANFORD MED CTR, CAL PAC MED CTR	EDISON AND 37TH SAN MATEO
DOWN PINE ST SB	SF, UCSF PIVISDERO
SAN MATEO AND BURLINGAME	KAISER
DALY CITY CLINIC SAN MATEO HOSPITAL	SF
SAN FRAN	SAN MATEO
SAN FRAN PALO ALTO	EL CAMINO REAL
SETON MED CTR	SAN BRUNO
KAISER DALY CITY	POWELL AND SUTTER
HICKEY SSF	375 89TH SSF
SETON DALY CITY	SAN MATEO
UCSF/SETON	SSF KAISER
SETON	SSF
SAN MATEO MENTAL HEALTH ALAMEDA DE LOS PUEGOS	HOSPITAL
SF, SACRAMENTO AND PIERCE ST	KAISER
90TH AND DALY CITY	DALY CITY Y SAN MATEO
SETON	SAN FRANCISCO
SF	KAISER SSF
SAN MATEO, PALO ALTO	DALY CITY
SAN MATEO COUNTY GEN	SF
KAISER	ST LUKES HOSPITAL
SETON MED CENTER	DALY CITY
DALY CITY	PARA LA 24 Y MISSION
DALY CITY	
MIDDLEFIELD RD	
BART/Caltrain	
SO SAN FRANCISCO BART STATION	HAYWRD
SAN JOSE	DALY CITY
DOWNTOWN MARINA/SF LOCATIONS AT&T PARK	MILLBRAE
SAN BRUNO	SF
VARIOUS	SAN BRUNO

FREMONT ST/SAN FRAN	LIVERMORE/SAN JOSE
SAN BRUNO	SAN BRUNO
PALO ALTO AT CALIFORNIA	SSF BART NO BIKE LN
SF	SF
OAKLAND	MEDICAL APPT STANFORD AND MOUNTAIN VIEW
SAN BRUNO	POTRERO/17TH
OAKLAND	SAN BRUNO
SSF	SAN BRUNO
SSF BART STATION	SF
TO WORK	SAN BRUNO
SF/REDWOOD CITY	SAN FRANCISCO
DANVILLE BUS AND BART	SAN JOSE
S BRUNO CALTRAIN	SFO
SAN BRUNO TO SF	BART SOUTH S.F.
SAN JOSE/CUPERTINO	OAKLAND
CIVIC CENTER, SF	SAN MATEO AL HOSPITAL
SF	SO SF
SAN BRUNO	CONCORD
SF	
HAYWARD	
Grocery store	
SAFEWAY	MILLBRAE
SAN FRAN/DALY CITY	W ORANGE
SAN BRUNO	WESTLAKE
LUCKYS	OFF EL CAMINO
SSF WESTBOROUGH/HICKEY	TRADER JOE SAN MATEO
SAFEWAY/MILBRAE	BECAUSE ALLOWS US TO SHOP SAFEWAYS AND IT TAKES 2 BUSES EACH WAY
SAFEWAY CHESTNUT AVE	SAN BRUNO SSF REDWOOD CITY
SO SF	PAC AND SAVE ON GEHERT
SAFEWAY EL CAMINO	COSTCO EL CAMINO
LUCKY, SAFEWAY	LUCKY'S SAN BRUNO

2 MI	LUCKY'S AND SAFEWAY
LOWER SAN BRUNO MOST STREETS	SSF LUCKY'S
MILLBRAE	EL CAMINO AND SNEATH
MILLBRAE	LUCKY'S
COSTCO, AIRPORT BLVD SSF	SAFEWAY
SSF	SAN BRUNO
SSF/SPRUCE AVE	TANFORAN
SAFEWAY AT SPRUCE AND EL CAMINO	SERRAMONTE
DIFFERENT PLACES	SAN BRUNO
SERRAMONTE FARMERS MARKET	TANFORAN
LUCKY'S	COSTCO
EL CAMINO	TANFORAN
SF	MILLBRAE
SSF, SAN BRUNO, MILLBRAE	W. ORANGE
SSF	GRAND AVE
Other Shopping	
MILLBRAE	W ORANGE
UNION SQUARE	COSTCO
TANFORAN	THUNDER JEE
LAS VEGAS	TANFORAN
TANFORN MALL SAN BRUNO	SF
TARGET	CHINA TOWN
PENNY'S MALL TANFORAN	SERRAMONTE, DALY CITY
PALO ALTO AT PORTAGE AND EL CAMINO	HALF MOON BAY
TANFORAN	TANFORAN MALL
SAN BRUNO	SAN MATEO/SF
TANFORAN SHOPPING CTR	SERRAMONTE/TANFORAN
SAN BRUNO/TANFORAN MALL	TANFORAN
SAN BRUNO BAY HILL	SAN BRUNO
TANFORAN	SSF BART
HILLSDALE BURLINGAME AVE	W. ORANGE

SAN BRUNO HILLSDALE SAN BRUNO TO SF SF OR CITY EVENTS	TANFORAN TANFORAN MOL\SAN BRUNO
Parks/Recreation	
SAN MATEO LIBRARY CRYSTAL SPRING CENTER SAN BRUNO SAN MATEO CENTER PARK, FIFTH AVE BRISBANE PARKS AND REC BURLINGAME PARK SKYLINE BLVD AND ALPINE RD DOWNTOWN SAN FRAN SAN MATEO COLMA	ORANGE PARK PALO ALTO SAN BRUNO SENIOR CENTER OAKLAND COLLISEUM SAN PEDRO COUNTY PARK AND SAN BRUNO COUNTY PARK TERRA BAY DALY CITY COLMA
Other	
HILLSDALE SHOPPING MALL DRIVE VERY LOCAL GILROY SAN FRAN DOWNTOWN FISHSERMANS WHARF EAST BAY VIA BART SF VISIT FAMILY FAIRFIELD SAN FRAN TO SAN FRAN IN RUSH HOURS DALY CITY SULLIVAN AND SAN FERNANDO WAY FROM SAN BRUNO 6TH AVE AT&T PARK TRAVEL OUTSIDE THE COUNTRY ATT BALLPARK CHURCH ON SUNDAY. MONTEREY DR, SAN BRUNO COURT HOUSES	NO EXPERIENCE CROSSING SF BAY VACATIONS TO MEXICO PACIFICA FROM GELLERT/KING (STORAGE LOCKER LOC.) TO WESTLAKE CTR. GYM PENINSULA YMCA AND PRESIDIO YMCA TRANSFER FROM SMT SF CITY SHOWING SPECIAL EVENTS TRAIN STATION DT SAN FRANCISCO (NO PARKING) AUTO REPAIR ALTA LOMA ESCUELA VISITAR A MIS PARIENTES PACIFICA FAMILY IN SAN JOSE SIEMPRE EL BUS VIENE TARDE VISITAR AMIGOS QUE VIVEN EN SACRAMENTO

HOME DEPOT/COLMA SAN CARLOS	STANFORD PALO ALTO
FRIEND/BRISBANE	CINEMAS, LOS FINES DE SEMANA NO HAY SERVICIO ASTA TARDE
THERAPY FOR GRANDSON	EL CAMINO AND HAZELWOOD - SO. SAN FCO.
I ONLY USE SAMTRANS AND BART TO COMMUTE	FLORENCE STREET, DALY CITY-
DINNER AT CHURCH ON SUNDAY. BECAUSE OF THE LENGTH SSF	400 OYSTER POINT BOULEVARD, SOUTH SAN FRANCISCO
EAST BAY	SKYLINE
SAN BRUNO SENIOR CENTER	601 GATEWAY BLVD
FRIENDS HOUSE	2204 KENRY WAY
I DRIVE NO PROBLEM	OCEANA BOULEVARD AND PALOMA
MAGNOLIA TOWN CENTER	500 EL CAMINO REAL, SANTA CLARA
SPECIAL EVENTS	SAN BRUNO RECREATION
GRACE CATHEDRAL TAYLOR	SAN BRUNO RECREATION
BUS IS COMING LATE	DOWNTOWN SAN FRANCISCO
BROADWAY RWC	EMBARCADERO ROAD, PALO ALTO
SONOMA	EL CAMINO REAL
MENLO PARK	EL CAMINO REAL
HOME SHELTER	EL CAMINO REAL
WHEREVER I NEED TO GO	SAN BRUNO AVENUE AND HUNTINGTON AVE INTERSECTION
FAMILY SAN JOSE	GO TO SENIOR CENTER OR CHINA TOWN
VISIT FRIENDS TO LIVE SACRAMENTO	CALIFORNIA STREET, SAN FRANCISCO
ANYPLACE	SSF AIRPORT/LINDEN TO SSF CALTRAIN STATION OR TO THE EAST SIDE OF AIRPORT BOULEVARD
DALY CITY SOUTH CITY	

Q4. How often do you ride a SamTrans bus?

Never	47%	(180)
1-2 days a week	15%	(59)
3-5 days a week	14%	(54)
Weekdays only	6%	(22)
Weekends only	5%	(18)
Everyday	13%	(50)

Q5. What would help you ride the bus more often? (check up to two)

Lighting, benches, and shelters	52
Increased night and weekend service	74
Better safety	30
More frequent service	121
Shorter travel time	67
Lower ticket prices	135
Free transfers	93
Digital real-time bus arrival signs at stops or online	44
Better information about how to take the bus	49
Other	46

Q5b. Where should these improvements be located?

Lighting, benches, and shelters	
DISABLED SEATING ON BUSES	EVERYWHERE
EVERYWHERE NEEDED	SSF ORANGE MEMORIAL PARK
AIRPORT BLVD AND BUTLER AVE	GRAND AND OLD MISSION OLD COUNTY AND EL CAMINO
IN THE NEIGHBORHOODS, ESPECIALLY WITH LOTS OF OLDER RESIDENTS	ORANGE AVE BUS STOP
SSF	EL CAMINO
SSF	THERE NOT UP TO STANDARDS
ALL LOCATIONS	EL CAMINO SSF
WHERE NEEDED	BADER AND SPRUCE
MORE EVERYWHERE	AT STOPS ESPECIALLY LIGHTS
BAYSHORE/OLD COUNTRY RD	SAN BRUNO
BELLE AIR SCHOOL	CAL TRAIN STATION
AIRPORT BLVD AND BUTLER AVE	WALNUT ST SAN BRUNO AVE
SAN BRUNO	SHELTER MADE POORLY
SSF AND EL CAMINO REAL	EL CAMINO REAL IN SAN BRUNO
EVERYWHERE, PEOPLE DONT WANT TO GET WET	

Increased Night/Weekend Service	
295 BUS SO SAN FRAN TO BART FROM CITY TO PENINSULA SAN BRUNO AND SAN FRAN SO SAN FRAN/S PRICE AVE SAN BRUNO BUS TERMINAL #133 SAN FRAN TANFARAN SAN BRUNO LINDEN, ASPEN AVE TO SAN BRUNO BETWEEN GRAND AVE AND TANFORAN HILLSIDE BLVD ALONG EL CAMINO REAL SAN BRUNO TO DOWNTOWN SF EVERYWHERE EL CAMINO REAL GRAND AVE SSF ON SUNDAYS 133 TO THE MALLS	PACIFICA, SAN MATEO SF SAN JOSE I TRAVEL. IT WOULD BE NICE TO HAVE MORE SERVICE EL CAMINO BETWEEN SF AND PALO ALTO 132 130 133 SSF SOUTH SAN FRANCISCO SERRA MONTE SHOPPING CENTER, DT SF, SAN JOSE EL CAMINO REAL SAN FRANCISCO AND SOUTH SAN FRANCISCO SOUTH SAN FRANCISCO SAN FRANCISCO BART SOUTH SF SAN BRUNO, CA SAN BRUNO RUTA 141 COLMA Y DALY CITY EL CAMINO REAL AND GRAND AVE, SSF SOUTH SAN FRANCISCO EN SAN BRUNO Y SERRAMONTE
Better Safety	
SAN MATEO AVE, SAN BRUNO AVE AND ALL RAILROAD CROSSINGS CERTAIN TOWNS BACK OF THE BUS ITSELF ON BOARD ALL EL CAMINO REAL STOPS SF ON BUSES AND ON BUS STANDS FROM SAFE HARBOR BUS STOP SSF AND EVERYWHERE SSF AND SF	AT BUS STOPS WHEN YOU GET ON THE BUS SAN BRUNO SSF CALTRAIN STATION; AIRPORT BLVD SOUTH SF SOUTH SAN FRANCISCO TODOS ESPECIAL SF EN LAS PARADA DE BART
Other	
WHEN BUS DRIVERS LEAVE AND SEE YOU RUNNING AFTER	SHORTER CONNECTION AIRPORT BLVD GRANT

<p>THEM.</p> <p>CAN'T RIDE BUS DUE TO JOB</p> <p>TIME CHANGE FOR WHEN SCHOLL IS LET OUT AT 305. BUS ARRIVES AT 330 WOULD BE GREAT IF IT COULD BE THERE AT 315.</p> <p>MORE ROUTES</p> <p>DOOR TO DOOR SERVICE LIKE WITH BART</p> <p>OVERALL, EXCELLENT BUS SYSTEM</p> <p>CAR IN SERVICE</p> <p>HELP WITH PORTABLE OXYGEN</p> <p>CANNOT WALK ACROSS A HIGHWAY</p> <p>TOO OLD TO WALK AND WAIT OUT DOORS</p> <p>SKYLINE COLLEGE DOWNTOWN SF</p> <p>STAIRS A PROBLEM</p> <p>MUCH FASTER TO DRIVE TO WORK THAN TO TAKE BUS</p> <p>TRANSFERS BETWEEN TRAIN AND BUS OR FROM BUS TO TRAIN</p> <p>LOSING MY DRIVERS LICENSE</p> <p>NEVER USE BUS</p> <p>MORE STOPS</p> <p>BUS STOP LOCATION</p> <p>JOB OFFERS</p> <p>NOTHING REALLY I JUST FIND IT MORE CONVENIENT TO USE MY CAR</p> <p>FREE FARES MORE OFTEN</p> <p>LESS WAITING TIME FOR BUSES</p> <p>CUT OUT WASTED ROUTES</p> <p>BEING ON TIME</p> <p>I LIKE TO DRIVE</p>	<p>THERE IS NO SERVICE ON EAST GRAND AREA</p> <p>COUNTING TIME DISCOUNTS</p> <p>NO EASY CONNECTIONS TO WORK WILL USE FOR SPECIAL TRIPS TO SF/EAST BAY EVENTS</p> <p>MORE STATIONS</p> <p>DON'T LIKE BUSES</p> <p>I HAVE A CAR</p> <p>SSF</p> <p>HONORING CALTRAIN MONTHLY PASS</p> <p>STROLLER SPACE</p> <p>BUS TIMES COORDINATED BETTER AT BART STATION AND MAJOR TRANSFER POINTS</p> <p>DO NOT USE PUBLIC TRANSIT</p> <p>BABY STROLLER ACCOMMODATIONS</p> <p>PONER GARBAGE ALL BUS STOPS</p> <p>EN LAS MADRUENDR</p> <p>MOST OF THE STATIONS ARE VERY DARK AT NIGHT</p> <p>EL CAMINO REAL</p> <p>STONEGATE AVENUE/CHESTNUT STREET, SOUTH SAN FRANCISCO</p> <p>MILLER</p> <p>601 GATEWAY BLVD</p> <p>2204 KENRY WAY</p> <p>BUT NEED TO BE ONTIME, INCREASED WEEKEND SERVICE, LOWER TICKET PRICES FOR SENIOR</p> <p>A STREET AND EL CAMINO, SOUTH SAN FRANCISCO (DANGEROUS BUS STOP FOR US TO CROSS STREET)</p>
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Q6a. What bus route needs a schedule changed to better serve you?

Route:

390 or 391	23%	(37)
130, 132, or 133	29%	(47)

240	1%	(1)
141	6%	(9)
140	2%	(3)
120	1%	(1)
294	1%	(2)
122	2%	(4)
292	7%	(1)
Other/Not Applicable	29%	(46)

Q6b. What schedule changes on that route would you like to see? (multiple selections possible)

More frequent service	48%	(153)
Earlier service	7%	(21)
Later service	18%	(56)
Weekend service	18%	(59)
Other	9%	(30)

Q7. What would help you use BART or Caltrain more often? (check up to two)

More bus connections to the station	26%	(143)
Better safety at station	12%	(66)
Bicycle lockers or racks	4%	(21)
Lower ticket prices	42%	(234)
Improved pedestrian access	6%	(35)
Other	10%	(53)

Q7b. What are other ways for you to use BART/Caltrain more often?

Other	
LATER SERVICE	DROP PARKWAY FEES
QUIETER BART!	I USE CALTRAIN 5 DAYS A WEEK
MORE FREQ ROUTES TO GILROY VIA TRAIN	USE THEM NOW

<p>FREE PARKING</p> <p>ONE TO SO CITY STATION</p> <p>BETTER INFO ON HOW TO TAKE BAR/CALTRAIN</p> <p>TRANSFER TICKETS</p> <p>NEVER BEEN ON A TRAIN IN MY LIFE</p> <p>LATE NIGHT SERVICE</p> <p>NONE</p> <p>LATER SERVICE 2AM</p> <p>HANDICAPPED ACCESS</p> <p>BOTH STATION ARE WALKABLE FROM MY HOUSE</p> <p>BART NEEDS TO ALLOW BICYCLES ON TRAINS DURING PEAK HOURS</p> <p>FREE TRANSFERS</p> <p>CONVENIENCE TO MED CTR</p> <p>EXTEND BART TO THE SOUTH BURLINGAME TO SAN JOSE</p> <p>CLEANER</p> <p>DON'T TRAVEL</p> <p>NO CHARGE FOR PARKING AT BART STATION</p> <p>SAFETY THROUGHOUT PLEASE</p> <p>MORE FREQUENT SERVICE</p> <p>I WOULD NEED A REASON TO VISIT SF WHERE PARKING IS A PROBLEM</p> <p>REOPEN CLOSED STATIONS</p> <p>NEVER USE BART</p> <p>CALTRAIN SCHEDULE/TRAIN FREQUENCY</p> <p>CLEANER CARS/STATIONS</p> <p>FREE TICKETS</p> <p>I DO TAKE BART INTO SF AND TO THE AIRPORT IT IS VERY CONVENIENT</p> <p>LATER SERVICE</p>	<p>BUS DOESN'T GO OVER THE OVERPASS TO E GRAND FOR TRAIN</p> <p>SHORTER TRAVEL TIME</p> <p>AT CALTRAIN</p> <p>CRIME AT STATION IS SCARY</p> <p>NOT SURE SERVICE GOOD</p> <p>MORE INFO</p> <p>MORE STATIONS GOING FURTHER SOUTH TO SAN JOSE</p> <p>I USE WHEN I GO TO GIANT GAMES DOWNTOWN</p> <p>FREE SHUTTLE BUS TO BART AND CALTRAIN</p> <p>I RARELY USE BART</p> <p>SERVICE TO MEET FIRST TRAIN ON THE PENINSULA</p> <p>LATER TRAINS</p> <p>FREE PARKING AT BART MORE PARKING AT CALTRAIN</p> <p>SHORTER TOTAL TRAVEL TIME</p> <p>HIGH SPEED OVER GREATER DISTANCE</p> <p>CLOSER TO BART (SAN BRUNO) WALKING DISTANCE</p> <p>CLEARER SCHEDULE BART SAN BRUNO</p> <p>KID FRIENDLY</p> <p>LATER TIME USE</p> <p>BART NEEDS LESS ANNOYING FEATURES (FEWER NEEDLESS ANNOUNCEMENTS, BETTER MAINTENANCE, LESS NOISY TRAINS, CLEANER SEATS)</p> <p>LATER SERVICE :2AM</p> <p>EN SOUTH CITY</p> <p>NO CHARGE FOR PARKING</p> <p>ACCESO P/CARRIOLAS</p> <p>CHEAP. FREQUENT SERVICE. CLEANLINESS</p> <p>EXPANDED TRAIN ROUTES THROUGHOUT SF PROPER</p>
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Q8. What would help you walk more often? (check up to two)

Better sidewalks	25%	(129)
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Street trees and landscaping	10%	(53)
Wheelchair curb ramps	2%	(12)
Better street crossings	20%	(103)
Better street lighting	19%	(99)
Keep cars from blocking sidewalks	13%	(67)
Other	11%	(56)

Q8b. Where are the places for you to walk more often?

Better sidewalks	
SAN BRUNO STREET	THE AREA BETWEEN SM AVE AND 101
COLMA	SSF
EVERYWHERE	SSF WILMS AVE
BURLINGAME	NORTH ACCESS RD
ALONG EL CAMINO	SSF
SAN BRUNO	TOWNS
SAN MATEO AVE, WALNUT ST SCOTT	SAN BRUNO
DALY CITY	SAN BRUNO
SAN BRUNO	HILLSIDE DR
TANFORAN	AIRPORT BLVD
HUNTINGTON	ALL SSF
LOWER SAN BRUNO	SF
SAN BRUNO	SAN BRUNO EVERYWHERE IN BAY AREA
JUST WIDER SO CARS DONT FEEL SO CLOSE	BADER STREET
SPRUCE BETWEEN COMMERCIAL AND EL CAMINO	SAN BRUNO
SO SPRUCE	SECOND LANE SSF
BETWEEN COLMA AND SSF (OFF EL CAMINO)	SSF INDUSTRIAL AREA
ALL AREAS AROUND SAN BRUNO	GRAND AND LINDEN
BURLINGAME AVE	SSF
ALL OF SAN BRUNO!	SSF
SAN BRUNO AVE NEAR 1ST AVE	AT EVERGREEN
ALONG BAYSHORE	EVERYWHERE

HERMAN ST/HUNTINGTON ST	NEIGHBORHOOD
SAN BRUNO	HENSLEY AVE SAN BRUNO
SAN BRUNO	HERMAN ST
SAN BRUNO	SAN BRUNO
SSF EL CAMINO SOUTH ACROSS FROM BART	LEAVE IT TO ? AND PEOPLE WALKING AT OWN RISK
SPRUCE/RAILROAD	SAN BRUNO AND HUNTINGTON
JUNIPER SERRA BLVD	SOUTH SAN FRANCISCO
SAN BRUNO	SAN FELIPE AND OTHER SAN BRUNO AREAS
SAN BRUNO SSF	EN SAN BRUNO
EVERYWHERE	EN LA AVE SAN BRUNO DE SERCO
SSF	SO SF AND COLMA
SAN BRUNO!	SAN BRUNO
SSF COLMO	EN SAN BRUNO
Street trees and landscaping	
SAN BRUNO STREET	SSF
EVERYWHERE	EVERYWHERE IN SAN BRUNO
EL CAMINO REAL & SB	HERMAN ST
PARADISE VALLEY AREA SO SAN FRAN	SAN BRUNO
SAN BRUNO CALTRAIN STATION	SOUTH CITY
SSF CALTRAIN STATION	MUY BUENA LA NUEVA RAMPA
SAN BRUNO	TODO SSF
GARDENER AVE/AIRPORT	SO SAN FRANCISCO
AIRPORT BLVD AND BUTLER	SOUTH SF
ALONG HUNTINGTON AVE FROM SAN BRUNO BART STATION TO SAN BRUNO AVE	SOUTH SAN FRANCISCO EN ORANGE PARK
ORANGE STREET	SAN BRUNO AVE
HUNTINGTON SAN BRUNO	SO. SF
Wheelchair curb ramps	
LOMITA PARK SAN BRUNO	FOR STROLLERS
SAN BRUNO	FOR OTHER PEOPLE
SSF	
Better street crossings	

EL CAMINO/EVERYWHERE	GREEN AVE AND SAN BRUNO AVE
REDWOOD CITY	SSF WILMS AVE
LINDEN AVE, SO SAN FRAN PEDESTRIAN LIGHTS ON GROUND	SSF
CAMINO/SAN BRUNO AVE	SSF
SAN MATEO AND SEATTLE (CROSSEALK)	SSF
LOWER SAN BRUNO	SAN BRUNO
SAN BRUNO	EL CAMINO MILLBRAE AT SAFEWAY AND BART
ANYWHERE ON EL CAMINO	SAN MATEO COUNTY
SPRUCE STREET	EVERYWHERE
RESIDENTIAL LIGHTS	VERY DANGEROUS
EL CAMINO REAL	SSF SOUTH OF GRAND AVE
B ST CST A ST ON CORNERS	AIRPORT BLVD
ALL CROSS SECTIONS!	SSF
ANGUS AND 1ST AVE, SAN BRUNO	EL CAMINO
WEST ORANGE	BADEN AND LINDEN
EL CAMINO REAL	SSF
BETWEEN COLMA AND SSF (EL CAMINO)	AT DALY CITY
SAN DIEGO AVE AND EL CAMINO IN SAN BRUNO	SAN BRUNO AVE/EL CAMINO
HUNTINGTON AVE	375 89TH ST SSF
BAYSHORE	SAN BRUNO AVE
SPRUCE	SAN BRUNO
ANY PLACE	MORE TIME FOR CROSSING BURLINGAME STREETS
SAN BRUNO AVE	AVENIDA LINDEN EN SUR SAN FRANCISCO
AIRPORT BLVD AND BUTLER SSF	SAN DIEGO Y EL CAMINO REAL, SAN BRUNO
SPRUCE IN SSF	GRAND AVE, SSF
EL CAMINO REAL-HOW ABOUT ADDING LIGHTED CROSSWALKS TO ALERT DRIVERS	EN LAS ESCUELAS Y HOSPITAL
HIGHER FINES FOR CARS NOT LETTING PEDS CROSS SAFELY AND CROSS WALKS	BICKCSOSS?
EL CAMINO REAL	SAN BRUNO Y SEMAFOROS
EL CAMINO REAL	DALY CITY
SAN BRUNO	EN VARIAS CRUCES DE CALLE

W ORANGE AVE SSF	
Better street lighting	
MENLO PARK	BETWEEN LIGHTING PATH TO BUS STOP
WALNUT AND UNDER FREEWAY	SSF
SO SF, EAST GRAND UNDER FREEWAY COMING FROM CALTRAIN TO GRAND AVE AT DOWNTOWN SF. NEEDS MORE LIGHT AT NIGHT I DON'T FEEL SAFE WALKING HOME UNDER FREEWAY	SO AIRPORT RD SSF
EVERYWHERE NEEDED	LOTS OF AREAS EVERYWHERE
SAN BRUNO PARK AREA	AROUND STATIONS/PARKING AREAS
HUNTINGTON AVE	THE AVENUE
SO SAN FRAN	CYPRESS
BELLE AVE AREA	HUNTINGTON
NEEDED NEXT TO WASHINGTON PARK	SAME AS ABOVE
SAN ANSELMO AVE IN SAN BRUNO	SAN ANTONIO RD SAN BRUNO
CANAL	SSF
HILLSISDE, SISTER CITIES	EVERYWHERE
SAN BRUNO	SAME AS ABOVE
ANYWHERE	LESS AT NIGHT AND TURN ON AFTER SUNSET
SAME(GARDINER AVE/AIRPORT	ORANGE PARK AND ORANGE LIBRARY
EL CAMINO/ORANGE	REPLACE BURNT OUT LIGHTS
LINDEN	SO SAN FRANCISCO
SAN BRUNO	SOUTH SF
SAN BRUNO	EUCLID AVE Y HUNTINGTON
SAN BRUNO SSF	BELLE AIR AREA
SSF	3RD AVE SAN BRUNO
SAN BRUNO	SO SF, EDISON AVE
SAN BRUNO	EN SSF CENTENNIAL TRAIL
HUNTINGTON	EN TODAS LAS PARADAS
AS ABOVE	DALY CITY
EVERYWHERE	EN LAS CALLES BIEN OSCURAS
SSF PARTS OF SAN MATEO	EN SAN BRUNO

Keep cars from blocking sidewalk	
COLMO BART	BADEN 600 BLOCK
DALY CITY	SAN BRUNO
COMMUTER LANE/EVERYWHERE	SSF OLD MISSION RD COLMA
SAN BRUNO	ANY SAN BRUNO EAST OF EL CAMINO
SEATTLE ST	ON STREETS THAT DON'T HAVE SIDEWALKS
AT HOME	BETTER SIDEWALKS
PARADISE VALLEY AREA SO SAN FRAN	EVERYWHERE
EVERYWHERE/SO SAN FRAN RANDOLPH AVE, GARDINER AVE	SF
LOWER SAN BRUNO	SAME AS ABOVE
1ST AVE, SAN BRUNO AND OTHER STREETS	NEIGHBORHOOD
B ST C ST A ST ORANGE AVE	SAN BRUNO
ABOVE	NEAR INTERSECTIONS TO CROSS STREETS SO CARS CAN SEE PEDESTRIANS
SAN MATEO AVE SAN BRUNO AVE	CORP YARD
EAST AVE SAN BRUNO, LOMITA PARK	CUALQUIER LUAR
EL CAMINO	SAN MATEO AVE
ANY PLACE	LINDEN AVE, SSF
SAN BRUNO	SO. SF
HUNTINGTON	SO SF AND COLMA, OLD MISSION RD
EVERYWHERE	TODOS LOS LUGARES
NEIGHBORHOODS ANYWHERE	PARQUES Y CENTROS COMERCIALES
MAYFAIR VILLAGE	EN TODAS PARTES
Other	
MOVE TACO TRUCKS	IF IT WAS MORE SAFER
SAFETY	MORE TRAILS/NEAR BUILDINGS
DO MY WALKING DURING THE DAY	I WALK ON CENTENNIAL WAY BUT IT ENDS BY TANFORAN I LIVE IN SAN BRUNO
MORE BENCHES	NOT BEING IN PAIN
CARS STOPPING FOR PEDESTRIANS	MORE PEOPLE WALKS TO SASVE GAS LIKE A CLUB. WALKING PROGRAMS
MORE FREQUENT SERVICE TOO LONG OF A WALK FOR PERSON WITH ARTHRITIC KNEE PROBLEM.	SUNNY AND WARM WEATHER
PLACES TO BRING YOUR DOG	KEEP THE DRUNKS OFF THE STREETS

<p>BE YOUNGER</p> <p>MORE BIKE ROUTES</p> <p>STRONGER HIPS AND LEGS</p> <p>ALWAYS I WALK</p> <p>I WALK WHENEVER POSSIBLE</p> <p>MORE BENCHES</p> <p>TO FEEL SAFE ON LINDEN AVE AND GRAND AVE</p> <p>I WALK MOST PLACES</p> <p>CARS DRIVE TOO FAST</p> <p>MORE TIME</p> <p>SSF NOT SUITED FOR WALKING I WALK AROUND GRAND AVE ALL THE TIME JUST TO GO ON WALKS</p> <p>I LIKE MY CAR THANKS</p> <p>I WALK PLENTY. INTERACTIONS WITH CARS SUCH AS ELCAMINO REAL PED CROSSINGS. YOU MAY HAVE THE RIGHT OF WAY IN A CROSSING BUT TO GET 3 LANES OF TRAFFIC TO STOP IS VERY DANGEROUS AND ANNOYING TO THOSE DRIVERS WHO TRIED TO HELP YOU TO CROSS.</p> <p>SAFE CONVENIENT WALKING TRAIL</p> <p>NOTHING</p> <p>I'M DISABLED AND I NEED TO SIT OFTEN THEY HAVE TAKEN A LOT OF THE BENCHES AWAY ON GRAND. THEY SAY ITS DUE TO HOMELESS. HOMELESS SIT ON GROUND INSTEAD. I CANT. IT'S NOT FAIR.</p> <p>I WALK ENOUGH</p> <p>THIS IS NOT A PRETTY CITY DUE IN MOST PART TO LACK OF TREES. TREES MAKE A BIG DIFFERENCE</p> <p>THE PATH BETWEEN SAFE HARBOR AND AIRPORT BLVD AT THE BOTTOM BY THE TRUCK COMPANY UP TO THE PARKING IS REALLY DARK AND UNSAFE</p>	<p>WALK</p> <p>A YOUNGER BODY</p> <p>MORE SHELTERS ON EL CAMINO IN BOTH DIRECTIONS NOT JUST SOUTH BOUND</p> <p>TEACH DRIVERS TO RESPECT PEDESTRIANS</p> <p>NONE OF THESE ARE ISSUES NOTHING I CAN THINK OF</p> <p>RAMP OVER EL CAMINO</p> <p>ALWAYS WALK</p> <p>IT SEEMS THE CARS DON'T WANT TO STOP FOR PEDESTRIANS.</p> <p>ORGANIZED WALKING GROUPS</p> <p>SOMETIMES WHEN I CROSS THE STREET CARS TO NOT STOP OR SLOW DOWN.</p> <p>SI</p> <p>MAS SENALES Y RESPETO</p> <p>INSTALAR CAETAS EN LAS ESTACIONES DESTAGADA EL SOL Y AGUA PARA DEFENSA PERSONAL EN INVIERNO Y VERANO QUE EL SOL QUEMA MUCHO</p> <p>SAFETY IS A CONCERN</p> <p>BENCHES</p> <p>OYSTER POINT BOULEVARD</p> <p>2204 KENRY WAY</p> <p>TRAFIC LIGHT ON CALAN AND KING</p> <p>EL CAMINO REAL</p> <p>EL CAMINO REAL</p> <p>EL CAMINO REAL</p> <p>EL CAMINO REAL</p> <p>ALL OF EASTON AVENUE</p> <p>I WOULD LIKE MORE CLEAN PUBLIC BATHROOMS AROUND SISTER CITY AND CENTENIAL WAY</p> <p>EL CAMINO AND SPRUCE---DANGEROUS TO USE CROSSWALK THERE</p>
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Q9. What would help you bicycle more often? (check up to two)

Bicycle lanes or trails	38%	(149)
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Slower automobile speeds	16%	(62)
Bicycle parking	8%	(31)
Bicycle purchase assistance	13%	(53)
Bicycle turn lanes	5%	(21)
Bicycle sharing program	7%	(29)
Other	13%	(52)

Q9b. Where are the places for you to bicycle more often?

Bicycle lanes or trails	
COLMO, SO SAN FRAN	SSF AND COLMA
DALY CITY	W ORANGE AVE SSF
BEACH TO PARK/LINDAMAR BLVD	GRAND AVE
BURLINGAME, MENLO PARK	SSF
THROUGHOUT CITY	SSF
HUNTINGTON	SSF
LOWER SAN BRUNO	SAN BRUNO AREA
IN PENINSULA	WATER EDGE SSF
FIND FRONTAGE RDS AND RAILROAD RIGHT OF WAYS	SAN BRUNO
SO SF	HILLSIDE AND SISTERS CITIES
SPRUCE SSF	ON EVERY STREET WHERE THEY'RE POSSIBLE
EL CAMINO	EAST OF CALTRAIN TRACKS
ANYWHERE IN SSF	SAN BRUNO
EVERYWHERE	SB BRISBANE
SAN BRUNO TO PALO ALTO	GRAND AVE SSF
SPRUCE ST	EVERYWHERE
WEST ORANGE	SSF
SAN BRUNO	EL CAMINO RD SSF
SAN BRUNO AVE, SAN MATEO AVE	SSF
SAN BRUNO	SAN BRUNO
IN SAN BRUNO FOR BICYCLES ONLY	SAN BRUNO

EL CAMINO AND HUNTINGTON	AROUND SFO
EL CAMINO/SB SENIOR CENTER	HERMAN ST
BAYSHORE BRISBANE	EVERYWHERE, SFO AIRPORT BLVD MCDONNAL RD
SAN BRUNO AREA	TRAILS TO BART
EVERYWHERE	SAN BRUNO
EVERYWHERE	SOUTH SF
EL CAMINO REAL	EUCLID AVE Y EL CAMINO REAL
SAN BRUNO	SAN BRUNO, CA
SAN BRUNO	SAN BRUNO AVE
SPRUCE	SO SF
HILLSIDE DR	SAN BRUNO
SAN BRUNO SSF	SO SF AND COLMA
ANYWHERE IN THE COUNTY	DALY CITY, SSF
EL CAMINO	TODOS LOS LUGARES
EL CAMINO	SAN BRUNO
EVERYWHERE	ZONAS COMO GRAND AVENIDA
SAN BRUNO	EN LAS CALLES MAS TRANSITADAS
SAN MATEO COUNTY	EL CAMINO REAL
Slower Automobile Speeds	
COLMA	EL CAMINO AND ORANGE AVE
SPRUCE AVE	RESIDENTIAL AREAS
ON FRONTAGE RD AND EL CAMINO	SSF
SOUTH SPRUCE TO WEST ORANGE	SSF
ANGUS /THIRD AVE	SPRUCE ST WEST ORANGE EL CAMINO
SAN BRUNO AVE, SAN MATEO AVE	LINDA MAR
BAYSHORE, BRISBANE	HUNTINGTON Y EL CAMINO REAL
SAN BRUNO	ANGUS/THIRD AVE
IN TOWN SHOPPING AREAS	137
HILLSIDE DR	CALLES A LA ESCUELA, CENTROS COMERCIALES
SAME AS ABOVE	AL PASAR EL CAMINO REAL
EL CAMINO RD	EL CAMINO REAL

SAN BRUNO AVE EL CAMINO SSF SAN BRUNO	SOBRA LINDEN Y GRAND AVENIDA 1ST AVE
Bicycle Parking	
SAN FRAN BART STATION *NEED A BIKE SHOP IN SO CITY BART SAN BRUNO BART BUS STATIONS SB SENIOR CENTER SAN BRUNO BART TANFORAN SHOPPING MALL SAN BRUNO METRO CENTERS SAN BRUNO BART STATION ANYWHERE	BUS STANDS SSF PARKS SB/SSF ORANGE I DONT KNOW AT BART TRAIN STATION MAJOR STORES BART SSF BART Y AREAS EN SAN BRUNO AVE
Bicycle turn lanes	
IN PENINSULA ON ANY BUSY STREETS GRAND AVE	SOUTH SF SO SF SSF
Bicycle Sharing program	
SSF WE NEED BETTER(IMPROVED) BICYCLE LANES! SAN BRUNO AT BUS STANDS SSF EL CAMINO RD SAN BRUNO THE AVENUE SAN BRUNO	SAN BRUNO MALLS HOSPITALS FAVORITE/MAIN TAX INCENTIVES DOWNTOWN AVENUES SOUTH CITY/SF SSF EN TODAS PARTES IN PUBLIC TRANSPORTATION STATIONS SSF CA 94080
Other	
DON'T KNOW HOW TO RIDE A BIKE	NOT INTERESTED

BETTER ROADS	NOT USING BICYCLE
A NEW BODY-IN OTHER WORDS, BICYCLING IN THIS AREA IS TOO DANGEROUS	CANT RIDE
NEED TO BE AWARE OF RECKLESSNESS	CANT RIDE
DON'T LIKE BIKES	TOO DANGEROUS TO BIKE HERE AND TOO MUCH WIND!
SHORTER DISTANCE TO WORK	LESSER CARS
SAFETY	DON'T RIDE
DON'T BICYCLE	I ALREADY BIKE DAILY
MEDICALLY CANT	I WOULD NOT BICYCLE DUE TO SAFETY REASONS
TO MANY AUTOS UNSAFE ON STREETS. MOST STREETS OR BLVDS, NO BIKE PATHS	NONE
NEVER	CANT
I HAVE YOUNG CHILDREN. IT IS HARD TO BIKE WITH THEM IN TRAFFIC.	HELMET AND LIGHTING
I HAVE HORRIBLE BALANCE	I DON'T KNOW HOW TO BIKE
NEED BIKE FIRST	BIKE AT GYM
IF I OWNED A BIKE	DON'T BIKE
DON'T RIDE BIKE	NOT ABLE TO RIDE BIKE
NEVER USE BICYCLE	NONE
DO NOT RIDE	NONE
LEARNING TO RIDE A BIKE	MORE AFFORDABLE BIKES WITH BABY ATTACHMENT
YOU HAVE TO BE KIDDING	OWNING A BIKE
NOTHING I DON'T DO BICYCLES	PREFER TO WALK WHEN
AFRAID TO TRY RIDING BECAUSE OF CAR DRIVERS	CAR DRIVERS DON'T USE BIKE BUT CONCERN AS ?
STREET LIGHTING	RIDE BIKE ONCE IN A WHILE
NOTHING WOULD HELP ME USE A BICYCLE ON THE STREET. ARE YOU CRAZY?	I DON'T RIDE BIKES AT THIS TIME. I DON'T HAVE ONE
LESS RESTRICTION ON RIDING BART	NO MANEJO BICICLETA
NEW KNEES	NO I WOULD NOT TRAVEL BY BIKE BECAUSE IT IS NOT SAFE
	NO USO VISICLETA

Q10. Where would you like to find out about buses and trains? (check up to two)

Internet	36%	(217)
Transit Stops	26%	(157)

Library	11%	(66)
Community Center	8%	(46)
Phone	14%	(84)
OTHER	5%	(28)

Q10b. What other places would you like to find out about buses and trains?

Other	
PAPER/FLYERS DOOR TO DOOR	SENIOR CENTER
SCHOOL	FRIENDS
MAIL TO HOME	MAIL
SENDING INFO HOME	BART STATIONS
GOOGLE MAPS	ALL OK
GROCERY STORES	MAIL
MORE PUBLIC AREAS	TO GO TO CITY HALL
SB SENIOR CENTER	PARK
MALL	DROID APPS
NO NEED	ON THE BUS
MALL	I APPRECIATE GOOD INFORMATION
INFO ON LINE IS GOOD	PAMPHLET/FEE BOOK
SCHOOL	POR CORREO
MALL	PAPEL
APP	CORREO POSTAL
SEND INFO TO OUR HOME	IGLESIA
BILL BOARDS	SCHOOLS
FLYERS	MAIL
NOT INTERESTED	

Q11. What language do you use most?

English	70%	(302)
Spanish	21%	(90)
Tongan	0%	(1)

Samoan	0%	(0)
Mandarin	1%	(4)
Cantonese	4%	(17)
Tagalog	1%	(6)
Vietnamese	0%	(0)
Other	2%	(9)

Q11b. What other languages are used most?

Other	
GERMAN/ITALIAN	ITS AGAINST THE LAW NOT TO PUT FRENCH
HINDI	EVERYONE NEEDS TO SPEAK ENGLISH
HINDI	JAPANESE
FILIPINO	HINDI
PUNJABI	ALEMAN
RUSSIAN	

Q12. Age

Under 13	1%	(3)
13 to 17	3%	(10)
18 to 29	9%	(33)
30 to 49	42%	(163)
50 to 64	31%	(120)
65 and over	14%	(55)

Q13. Gender

Male	38%	(142)
Female	62%	(233)

Q14. Household income (before taxes)?

Below \$25,000	33%	(117)
\$25,000 to \$50,000	24%	(85)

\$50,000 to \$75,000	19%	(68)
\$75,000 to \$100,000	14%	(48)
More than \$100,000	10%	(37)

Q15. Total number of children under the age of 18 in your household?

0 children	62%	(241)
1 child	15%	(57)
2 children	17%	(64)
3 children	5%	(18)
4 children or more	2%	(6)

Q16. What is your home zip code?

94080	54%	(209)
94066	41%	(157)
Other	3%	(10)
Unspecified	3%	(10)

Q17. Additional comments:

Additional Comments
OUR BART SYSTEM IS OK, BUT IF WE HAD AN MTR SYSTEM LIKE HONG KONG, MANY MORE PEOPLE COULD USE IT.
CO-WORKERS HAVE EXPRESS BUSES FROM SAN JOSE (UTA) & EAST BART (AC TRANSIT) SAM TRANS OFFERS NOTHING. THERE IS A NEED.
BETTER SERVICE, BUT YOU DO NOT NEED TO PUSH YOUR DRIVERS TO THE BRINK OF FRUSTRATION WHERE THEY TAKE IT OUT ON PASSENGERS.
LOWERING TICKET PRICES IS THE KEY FOR PEOPLE TO USE MORE TRANSPORTATION
USE READY WILL FOR TRANSPORTATION BECAUSE OF ASTHMA
KEEP UP THE GOOD WORK. I WILL ALWAYS USE YOUR SERVICES UNTIL I DIE!
OVERALL WE NEED TO LOWER PRICES ON CALTRAIN. EASY ACCESS BICYCLES. BETTER BICYCLE LANES ON ROADS. MOVE BIKE ROUTES
ALL NIGHT, 24 HR SERVICE IS A MUST FOR PUBLIC TRANS EVEN IF ITS ONLY ONCE EVERY 30 OR 60 MINUTES.
CALTRAIN IS CLEAN, EFFICIENT AND INEXPENSIVE. BART IS TOO COSTLY FOR COMMUTING.
CLEAN THE BUSES

I WORK IN SSF AT A DR OFFICE. MANY PATIENTS USE SAMTRANS AND WE NEED EARLIER AND MORE PICKUP SHUTTLE BUSES

WOULD LIKE TO SEE SERVICE 133 TO WORK ON SUNDAYS TO GO TO THE THEATER AND SHOPPING AND EATING OUT!

PLEASE SEND ME A FREE BART TICKET.

I AM 96 YRS OLD

I LOVE THE CALTRAIN SHUTTLE FROM HILLSDALE. CALTRAIN TO CAMPUS DR. I WOULD OTHERWISE NOT TAKE PUBLIC TRASPORTATION AT ALL.

WHY SHOULD I HAVE TO RIDE THE 292 BUS FOR ABOUT 50 MIN TO REACH 1ST AVAILABLE CONNECTION FOR CALTRAIN IN BURLINGAME? CALTRAIN IN SO SF IS 1.2 MILES FROM RESIDENCE, BUT NOT EASILY ACCESSIBLE OR SAFE.

WOULD LIKE TO SEE SMALLER BUSES RUN MORE FREQUENTLY AND MORE SERVICE TO NEIGHBORHOODS FURTHER FROM EL CAMINO AND COMMERCIAL/INDUSTRIAL AREA.

WOULD BE NICE TO BUY 1 TICKET FROM POINT A TO POINT B. FREE TRANSFERS ROUND TRIP FARES AT DISCOUNT

I HATE CLIPER CARDS. HAVING FREE TRANSFERS WOULD BE REALLY HELPFUL AND GET ME TO TAKE THE BUS MORE. OR A DISCOUNT FROM CALTRAIN.

THANK YOU FOR THE INFORMATION

ALWAYS LEAVES ONE MINUTE EARLY FOR THE SCHEDULE AT 551PM SO SOMETIMES I MISSED THE BUS WHILE I WAS ON THE ROUTE 391 AT SAN BRUNO BUS STOP

WISHED SAN BRUNO TRAIN STAOP WASN'T MOVING. CONVENIENT WHERE IT IS. STREET PARKING (FREE) AVAILABLE)

I WORK CLOSE TO MY HOUSE BUT MY DAUGHTER GOES TO CSU COLLEGE AND I HAVE TO TAKE HER AND COME BACK BECAUSE SHE WOULD HAVE TO TAKE 2 BUSSES TO GO TO SCHOOL AND 2 TO COME BACK HOME.

GET DIGITAL SIGNES ON BART TRAINS DISPLAYED AT STOPS AND TIMES

I BELIEVE DRIVERS SHOULD BE DRUG TESTED OFTEN SINCE THEY HOLD PEOPLES LIVES IN THEIR HANDS. STOPS MORE OFTEN LOWER FEES DEPENDING ON PROOF OF INCOME.

I ALWAYS WONDER WHY THEY DONT HAVE TRANSIT SERVICE TO EAST GRAND AVE AREA

OVER ALL I THINK SAMTRAN IS DOING AN EXCELLENT WORK IN IMPROVING THEIR TRANSIT SYSTEM.

PLEASE DRIVER MORE CAREFUL WHEN CARRYING OLDERS/CHILDRENS DRIP OFF/RECEIVED

PLEASE ADD SPEED BUMPS THROUGHOUT. PEOPLE DRIVE TOO FAST! BETTER SAFETY AT RAILROAD CROSSINGS. EXTREMELY UNSAFE. PLEASE TOO MANY PEOPLE HAVE DIED ALREADY. A MAJOR CHANGE TO SAN BRUNO AVE AND SAN MATEO AVE. MUST HAPPEN FOR AT LEAST SAFETY.

I PLAY THE HARP AND MUST DRIVE TO ALL G IGS AND REHEARSALS MY WORK IS A QUICK DRIVE FROM HOME. BUS TAKES TOO LONG.

WE NEED BUMPS IN MY STREET. EAST AVE IN SAN BRUNO PLEASE ASAP PEOPLE DRIVE CRAZY IN THIS LITTLE STREET ALL THE SIDE WALKS SHOULD HAVE CURB RAMPS.

IF THERE WAS A SIDEWALK ALONG BAYSHORE IN BRISBANE I WOULD WALK TO WORK. NOT SAFE WITHOUT IT.

I TOOK CALTRAIN TO GIANTS GAME LAST NIGHT-YOUNG PEOPLE DRINKING BEER AT SSF STATION AFTER GAME YOUNG PEOPLE DRINKING IN THE TRAIN AND VERY LOUD. NOT A GOOD TRAIN RIDE.

I WOULD LIKE FOR DRIVERS TO ADHERE TO THE BUS SHCEDULE MORE CLOSELY, AND FOR BETTER MAINTENANCE TO AVOID BREAKDOWNS.

PRICE OF CALTRAIN AND BART COST MORE THAN DRIVING NOT EVEN FACTORING IN THE DIFFERENCE.

SPEND MORE MONEY FIXING THE STREETS, SAN BRUNO IS A MESS

IT WOULD BE NICE TO HAVE SOME BUSES GO IN THE INDUSTRIAL PART OF SO CITY.

MY GRANDMOTHER WHO IS HANDICAPPED STARTED FILLING OUT THIS SURVEY BUT SHE THOUGHT I WOULD BENEFIT MORE IF I WON THIS CONTEST.

I LIKE THE SAMTRANS AND CALTRAIN AND I FEEL THEY DO A LOT TO PROVIDE A OF VERY GOOD SERVICES

IDEALLY I'D LIKE TO TAKE BART INTO CITY ON WEEKENDS BUT FEAR OF MISSING LAST TRAIN MAKES ME DRIVE INSTEAD.

I WANT MY GIFT CARD!

I DON'T REALLY HAVE A NEED FOR PUBLIC TRANSPORTATION WITHIN SM COUNTY. I DO USE BART MUNI WHEN TRAVELING TO SF BECAUSE OF THE MANY TRAFFIC AND PARKING ISSUES.

I REALLY THINK THE BUS SYSTEM IS VERY GOOD.

TRANSFERS AND WEEKNIGHT SERVICE WOULD BE VERY HELPFUL. THERE IS NO BUS ON SUNDAY TO TANFORAN MALL AND LUCKY AND SAFEWAY FROM OLD DOWNTOWN SSF. WALKING THERE IS FINE BUT NEED BUS TO BRING HOME PURCHASES.

THANKS FOR TRYING SOLUTIONS ARE TOUGH WE JUST DON'T HAVE THE MONEY.

I FEEL SO SORRY FOR PEOPLE WAITING FOR THE BUS IN THE RAIN. SOME STOPS DON'T HAVE ANY SHELTER.

MY EMPLOYER SUBSIDIZES 75 MONTH TOWARD MY TRANSIT COSTS. THIS IS A MAJOR FACTOR IN MY DECISION TO USE CALTRAIN/SAMTRANS. I AM HAPPY WITH THE SERVICES THEY PROVIDE.

CHEAPER FARES FOR STUDENTS AND LOWER THE TRANSFER BUS PRICE PLEASE.

CALTRAIN IS THE BEST EXAMPLE OF A PUBLIC TRANSP THE BABY BULLET SERVICE MAKES CALTRAIN THE BEST TRAVEL OPTION.

LOVE SSF ALTHOUGH I KNOW IT'S A BIT UNDERUTILIZED FOR THOSE WHO DO USE IT ITS ESSENTIAL. CALTRAIN STATION IS SSF COULD OBVIOUSLY BE IMPROVED.

WE HAVE NO USE FOR BUSES AND USE BART FOR THE GAMES AND CITY A FEW TIMES A YEAR.

2.00 IS TOO MUCH PER RIDE WITHOUT TRANSFERS FREE DURING PEAK TIMES NEED TO HAVE TRANSFER

A BUS THAT WOULD TRAVEL ALONG EL AMINO TO THE SENIOR CENTERS. MOST OF THE GROWERS, TRADER JOE, \$STORE ARE ALONG EL CAMINO

THANK YOU! HOPEFULLY THIS INFO HELPS IN ANY WAY SHAPE OR FORM SAMTRANS HAS BEEN A GREAT HELP

WE REALLY NEED MORE BUSES TO GO FROM SAFE HARBOR TO BUS STOP A LOT OF PEOPLE CANT MAKE IT THAT FAR DUE TO ILLNESS.

PLEASE I ONLY AN SPEAK FRENCH

NEW RESIDENT OF AREA AND HAVE HAD SERIOUS DIFFICULTY LEARNING LOCAL TRANSIT SYSTEM

SAMTRANS HAS BEEN A BIG HELP TO ME AND WHERE I LIVE. I LIVE IN A HOMELESS SHELTER. WHAT THEY DO FOR US HERE IS GREAT. THANK YOU

CAR ONLY OPTION FOR WORK GIVEN MY JOB, HOWEVER MOSTLY MY CLIENTS DEPEND ON THE BUS SYSTEM. THEY NEED EARLIER LATER AND WEEKEND HOURS FOR BUS TRANSPORTATION.

WE CAN INCREASE SO CITY WITH NEW BUILDING AND PEIRS LIKE FISHERMANS WHARF. ONE NEAR IN SOUTH CITY WHERE OYSTER POINT IS.

THANK YOU FOR THE SURVEY

NONE OF YOUR BUSINESS

TOO EXPENSIVE FOR TRAIN/BART. WEEKEND SERVICE TOO LATE

BART CARS/SEATS DIRTY

FOLLOW THE EXAMPLE MADE IN JAPAN THEIR SYSTEMS ARE EXCELLENT

AM IN A WHEELCHAIR EITHER USE PARATRANSIT OR AM DRIVEN

I HAVE NO PROBLEM USING BUS/TRAIN, THE PROBLEM IS THE CONNECTIONS AND COST. IN ORDER TO REACH SAN BRUNO BART STATION FROM FOSTER CITY I NEED TO MAKE 2 CONNECTIONS. THE PRICE IS INCREDIBLY HIGH FOR CALTRAIN AND BART.

WENT CARLESS IN 2003 HAVE LIVED IN BAY AREA COUNTIES AND SO FAR SAMTRANS HAS THE BEST AND SCHEDULING OF THEM ALL!

A MONTHLY PASS IS NOT PRACTICAL FOR RETIRED PERSON. EACH RIDE IS TOO MUCH. SENIOR FARE SHOULD BE CHEAPER TOO.

TOILETS ON BUSES

LIGHT RAIL IS BETTER THAN BUS. THERE ARE LOTS OF ABANDONED RAIL LINES IN SF THAT COULD BE USED FOR THIS.

I BELIEVE THERE SHOULD BE A YEARLY SENIOR PASS. LIKE ONE USED IN HAWAII. PICTURE ON PASS AND YEARLY RENEWAL. MORE AND MORE SENIORS NEED HELP ON TRANSPORTATION COSTS.

BETTER STREET CROSSING

IF NOT ALREADY AVAILABLE, IT WOULD BE GOOD TO HAVE A WHOLE MAP OF ALL ROUTES INSTEAD OF SINGLE BUS ROUTE MAPS.

BOAT PARKING FEES SHOULD BE ELIMINATED

MAKE PUBLIC TRANSPORTATION MORE AFFORDABLE THEN I WOULD BE ABLE TO RIDE MY BIKE AND TAKE BUS TO WORK

1, HOW COME SAMTRANS DOESN'T HONOR CALTRAIN MONTHLY PASS ON CLIPPER? IT DID WITH PAPER PASSES 2, HARD TO GET A TAXI AT SSF BART.

WHEN TRAVELING ALONE WITH BABY IT IS NEAR IMPOSSIBLE TO GET ON AND OFF TRAIN WITH A STROLLER.

THANKS FOR ASKING

NONE

NO COMMENTS

VERY GOOD BUS SERVICE

WE NEED HIGH SPEED RAIL FROM SF TO LA

IF IS POSSIBLE PUT LOW PRICES THE BUS AND IS PEOPLE WITH ??????

I WOULD LIKE LOWER FARES ON SAMTRANS AND TRANSFERS

I THINK WITH THESE QUESTIONS, WE HAD BETTER SERVICE

I HAVE NO CAR AND MUST DEPEND ON SAMTRANS MOSTLY AND BART SOMETIMES I APPRECIATE THIS PHONE SERVICE THAT ALLOWS US TO CALL IN COMMENTS. STOP USING SMALL BUSES ON ROUTES 391 390. ROUTE IS LONG AND REQUIRES THE LARGER BUSES. CROWDED AND UNPLEASANT.

SAFE HARBOR NEED MORE TRANSIT SYSTEM THROUGHOUT THE DAY FROM SHELTER

LIKE THE AIRTRAIN IN SFO MAKE THA BART ?. THEN MOST PEOPLE WILL USE PUBLIC TRANSPORTATION THAT GIVES LESS TRAFFIC AND CLEAN AIR. I HAVE MORE IDEAS ?

I HATE THE SIGHT OF PEOPLE ENTERING THROUGH THE BACK DOOR ON ? ? WOULD BE GLAD TO DO SOMETHING

SAMTRANS HAS VERY HELPFUL DRIVERS IN SOUTH CITY.

I WOULD LIKE TO BUY A MULTIPLE RIDE TICKET INSTEAD OF A MONTHLY PASS. POST MORE INFORMATION ABOUT SCHEDULES AT THE BUS STOPS.

GRACIAS

MUY BUENA LA NUEVA RAMPA QUE VA DE SAN BRUNO BART ASTA S. SO. FRANCISCO BART, (GRACIAS)

MI COMENTARIO ES DE QUE ESTAN MUY ALTO LAS PRESIOS DE TRANSPORTE TANTO COMO DEL CAMION COMO DEL BART TREN MUY ALTO ESTAN

CLEAN THE BUSES I BOUGHT THESE WHITE SHORTS AND WHEN I GOT UP THEY WERE FILTHY. THANKS!

SI USTED SON MUY MALOS CON SU MANAJORES

PASAR MAS FRECUENTE LOS AUTOBUSES

TENER MAS PACIENCIA CON LOS PEATONES ESPECIALMENTE CON LOS ANCIANOS ALL SUBRIRA Y BAJAR AL BUS Y TAMBIEN NINOS DE ESCUELA

THANK YOU FOR INFORMATION

GRACIAS, ESPERA SU CONSIYU EL PROPOSITO Y SUERTE PARA TODOS Y AMITAMVIEN

MI COMENTARIO ES QUE NO SUBAN EL COSTO DEL BUS MAS CARO POR QUE SE NOS PONE MAS DIFICIL PARA EL TRANSPORTE Y ES NECESARIO PARA TODOS

ME GUSTARIA QUE HUBIERA HORARIO MAS TARDE PARA SAN FRANCISCO, EN EL 391 Y MAS FRECUENTE

ME GUSTARIN QUE EL TRANSPORTE PUBLICO FUERA MAS FRECUENTE Y MAS TARDE LOS FINES DE SEMANA Y QUE PASE CADA 10 MINUTOS

AMI ME GUSTA EL SERVICIO DE SAMTRANS POR SU ATENCION CON EL PASAJERO GRACIAS

GRACIAS POR PAROCUPARSE POR UN SERVICIO MEJOR

NOPE

WOULD LIKE TO BRING BACK TRANSFERS

AHORA QUE LA ECONOMICA ESTA TAN BAJA LAS PASAJES ESTAN ALTOS INCLUSIVIO FOR SALO 2 O 3 PARADOR DEL BEES SE PAGA CONFLEETO EL TIQERE

NINGUNO

GRACIAS POR PONER UN POCO DE TIEMPO A NUESTRAS NECESIDADES DE TRANSPORTE, MUCHAS GRACIAS

QUE LOS MOTORISTAS SEAN MAS CORTESES CON LOS CONTRIBUYETTES

A MI ME GUSTARIA QUE UBIERA MAS BUSES PARA QUE SA LA AGA MAS FACIL ASER SUS COSAS A UVO CUANDO VA SUS CILAS Y COMPRAS

ME GUSTARIA MAS SERVICIOS DE TRANSPORTE Y PUNTUALIDAD CON LAS AUTOBUSES, Y MEJORES TARIFAS

ES UN BUEN MEDIO DE TRANSPORTE

ESTO ESTA BUENO, POR QUE SI ACEN FALTA CAMBIOS EN LAS RUTAS A LO MENOS LAS FINES DE SEMANA

BATHROOMS ARE A BIG DEAL TO ME. I ONLY ALLOW MYSELF TO WALK AS FAR AS ORANGE PARK AS I NEED A BATHROOM CLOSE BY. I HAVE MULTIPLE SCLEROSIS AND I AM FORTUNATE TO BE ABLE TO WALK BUT I HAVE ISSUES IN THAT AREA BECAUSE OF IT.

THANK YOU FOR ANY HELP YOU CAN OFFER TO IMPROVE OUR WONDERFUL CITY.

MORE IMPORTANTLY, SAFETY COME 1ST...

I AM EXCITED ABOUT THE POSSIBILITY OF BUS SERVICE BETWEEN BART AND THE NEW FERRY BEING BUILT AT OYSTER POINT. IF THE FARE IS REASONABLE AND THE SERVICE IS FREQUENT ENOUGH, THEN I WOULD CONSIDER COMMUTING BY BUS.

THE SIDEWALKS IN ALL OF THE STREETS ON THE EAST SIDE OF EL CAMINO NEED TO BE REPAIRED. THE TREES HAVE UPROOTED THE SIDEWALKS AND ARE VERY DANGEROUS FOR THE ELDERLY OR ANYBODY WALKING ON THEM. I HAVE EVEN SEEN PEOPLE FALL AT THESE SITES AND THEY HAVE BEEN INJURED. THE 900 BLOCK OF EASTON AVENUE HAS SEVERAL OF THESE AS AN EXAMPLE.



Dear Community Member,
 SamTrans is conducting this survey to find out about your community's transportation needs. Answers will be used to plan future transportation services and improvements. **Your responses are confidential - SamTrans will not share your information with anyone. One survey per person.**

You may choose to enter to win a \$100 gift card by completing the survey and filling in the information at the end. You must be 13 or older to fill out the survey and be eligible to win the prize. **Please return this survey by Wednesday, May 25, 2011.**

To take this survey over the phone, please call 650-458-7468
 Para kuanin ang survey na ito sa telepono, mangyari lamang na tumawag sa 650-508-6211

參加中文問卷調查,請致電 650-508-6215
 Aprovechar esta encuesta, por favor llame al 650-508-7968

Please tell us about your trips

1. Do you have regular access to a car/truck?
 Yes No
2. What is your primary way to travel? (check up to two)
 Walking/Wheelchair
 Bicycling
 SamTrans Bus
 Paratransit
 BART
 Caltrain
 Driving
 Carpool
 Other - please specify: _____

-1- Please open



NO POSTAGE
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SAMTRANS
 PASSENGER SURVEY
 PO BOX 3006
 SAN CARLOS CA 94070-9927



14. Household income (before taxes)?

- Below \$25,000
- \$25,000 to \$50,000
- \$50,000 to \$75,000
- \$75,000 to \$100,000
- More than \$100,000

15. Total number of children under the age of 18 in your household?

16. What is your home zip code? _____

17. Additional Comments: _____

Optional and Confidential - We will not share this personal information. Enter to win a \$100 gift card!

Name _____ City _____ Zip Code _____
 Address _____
 Phone number _____ E-mail _____

Thank you for completing this survey. Please return it by mail by May 25, 2011. No postage necessary. Seal the survey closed with the self-stick strip and drop it in any U.S. mailbox.

If you would prefer to take this survey online, go to www.ssfscbtp.com or if you have any questions regarding this Plan, please contact us at 650-458-7468 or ssfscbtp@gmail.com.

-5-

3. What is the destination of the most difficult trip you make? (check up to two, please list specific address or intersection)
- Work _____
 - Where? _____
 - School _____
 - Where? _____
 - Children to School/Day Care _____
 - Where? _____
 - Medical _____
 - Where? _____
 - BART/Caltrain _____
 - Where? _____
 - Grocery _____
 - Where? _____
 - Other Shopping _____
 - Where? _____
 - Parks/Recreation _____
 - Where? _____
 - Other _____
 - Please specify _____
4. How often do you ride a SamTrans bus? (check up to two)
- Never
 - Weekdays only
 - 1-2 days a week
 - Weekends only
 - 3-5 days a week
 - Everyday
5. What would help you ride the bus more often? (check up to two)
- Lighting, benches, and shelters
 - Where? _____
 - Increased night and weekend service
 - Where? _____
 - Better safety
 - Where? _____
 - More frequent service
 - Shorter travel time
 - Lower ticket prices
 - Free transfers
 - Digital real-time bus arrival signs at stops or online
 - Better information about how to take the bus
 - Other _____

-2-

6. What bus route needs a schedule changed to better serve you?
- a. Route: _____
- b. What schedule changes on that route would you like to see?
- More frequent service
 - Later service
 - Earlier service
 - Weekend service
 - Other: _____
7. What would help you use BART and Caltrain more often? (check up to two)
- More bus connections to the station
 - Better safety at station
 - Bicycle lockers or racks
 - Lower ticket prices
 - Improved pedestrian access
 - Other: _____
8. What would help you walk more often? (check up to two)
- Better sidewalks
 - Where? _____
 - Street trees and landscaping
 - Where? _____
 - Wheelchair curb ramps
 - Where? _____
 - Better street crossings
 - Where? _____
 - Better street lighting
 - Where? _____
 - Keep cars from blocking sidewalks
 - Where? _____
 - Other _____

-3-

9. What would help you bicycle more often? (check up to two)
- Bicycle lanes or trails
 - Where? _____
 - Slower automobile speeds
 - Where? _____
 - Bicycle parking
 - Where? _____
 - Bicycle purchase assistance
 - Bicycle turn lanes
 - Where? _____
 - Bicycle sharing program
 - Where? _____
 - Other: _____
10. Where would you like to find out about buses and trains? (check up to two)
- Internet
 - Community Center
 - Transit Stops
 - Phone
 - Library
 - Other: _____
11. What language do you use most?
- English
 - Mandarin
 - Spanish
 - Cantonese
 - Tongan
 - Tagalog
 - Samoan
 - Vietnamese
 - Other: _____
12. Age
- Under 13
 - 13 to 17
 - 18 to 29
 - 30 to 49
 - 50 to 64
 - 65 and over
13. Gender
- Male
 - Female

-4- Please turn over →

Appendix D - Other Outreach Efforts

OTHER OUTREACH EFFORTS

Community Based Organizations/Agency Interviews

Interviews with community-based organizations, including schools, churches, government agencies, and non-profits, will provide insight on transportation gaps and barriers that affect their clients and help identify potential solutions. Letters were sent to all CBOs to solicit their interest in participating in an interview or meeting.

Other Community Comments

St. Vincent de Paul Society of San Mateo County – Lorriane Moriarty (February 08, 2011)

“We at SVdP would respectfully request that in any transportation plan that is developed consideration be given to the homeless, seniors and the working poor, so that schedules, placement (distances between) bus stops and fares charged (I know this is a difficult one) are sensitive to their mobility issues, lack of resources and are also developed to support local delivery systems (e.g. our new Café St. Vincent site at 938 Linden Ave. should have a bus stop close by on a schedule that takes into consideration our morning hours of operation). Often homeless folks walk many miles a day between service providers just to take care of basic survival necessities such as shelter, food, hygiene (e.g. showers) phone/mail options, etc. It generally takes 8 hours a day just to survive as a homeless person! Looking for a job then becomes a much more difficult experience (without adding the tough economic times like we are currently experiencing). We encounter many feet problems with the homeless – e.g. wet or worn out/ill fitting shoes, lack of clean socks, etc. A considerate transportation system organized around BART or Caltrain hubs would certainly be a benefit to all in our community.”

Appendix E - Stakeholder Committee Meetings

STAKEHOLDER COMMITTEE MEETINGS

A Stakeholder Committee was formed to provide oversight and direction throughout the planning process and provide review and approval of work products. The Stakeholder Committee is composed of neighborhood residents, business owners, community and faith-based organizations, public agencies, and local government. Committee members worked with their neighbors, the organizations or agencies they represent and other interested people to learn about transportation issues, identify and evaluate possible solutions, and recommend a list of improvements that will improve access and mobility for people who walk, bike, drive, and use a bus in South San Francisco and San Bruno. The committee members will attend four committee meetings during the planning process, two of which have already been completed.

1. February 23, 2011— to review the background report and expand on transportation gaps and needs and discuss community outreach methods and strategies
2. March 23, 2011—to review the outreach plan
3. July, 2011—to review outreach findings, proposed solutions, and evaluation criteria for determining the feasibility of proposed transportation solutions
4. October, 2011—to discuss the feasibility of solutions and implementation strategies

February 23, 2011

Pedestrian Issues

- San Bruno Ave pedestrian access (lighted crosswalk)
- San Mateo Ave pedestrian
- Walnut St. unsafe for pedestrians
- Center on Tamarac in South San Francisco (better lighting)
- Jaywalking between Tanforan and Town Center
- Bicycle/pedestrian/transit access to SFO
- Lighting issues on Bicentennial
 - Call boxes
 - Mile posts

Bicycle Issues

- Bicycle safety helmets
- Bicycles to School (not currently allowed)
- Tanforan access for bikes and pedestrians
- Amenities along Bay Trail
- Access to recreation
- More graphic brochures

Transit Issues

- School/children transit affordability
- Transit to Caltrain
- Better lighting at transit
- Games at bus stop
- Bus service to ferry
- Walking school bus
- Shelters on Grand Ave.
- Vandalism at properties adjacent to stops
- Buses have on-time issues
- Bus stop announcements in Spanish
- Shuttles to senior center (better communication/availability)
- Make SamTrans more “cool”
- Jitney services (legal?)
- Smaller bus for evening
- Buses making change
 - Clipper card (youth fares?)
 - Use ATM on bus? (teach people how to use)
- Safety on buses (especially for kids)
 - Sometimes too many kids
 - Cameras on buses

Caltrain/BART

- Caltrain cuts (CBTP population use on weekends)
- Improved non-profit SamTrans and Caltrain coordination and discounts

Automobile Issues

- Post office auto access

Outreach Methods

- Incentives for filling out surveys (for CBOs to bring participants)
- School district meetings (DLAC?)
- Outreach to Rec
- Hospital waiting room
- Boys & Girls Club
- Public access
- Utility bills

March 23, 2011

Meeting Attendees:

Stakeholder Committee Members

Allen Elementary School Kit	Kit Cosgriff, Principal
Historic Old Town Homeowners & Renters Association	Eldie Gonzalez
San Bruno Resident and Pedestrian Advocate	Doris Maez
Society of St. Vincent de Paul	Oscar Perez
SSF Bicycle and Pedestrian Advisory Committee	Al Meckler
SSF Community Learning Center	Anita Palafox

Others Present

C/CAG	Jean Higaki
City of San Bruno	Aaron Aknin
City of San Bruno	Laura Russell
City of South San Francisco	Susy Kalkin
City of South San Francisco	Colleen Spiers
Project Blueprint	Susan Senning
SamTrans	Emily Betts
Wilbur Smith Associates	Brian Soland

Meeting Notes:

The following comments were made by the Stakeholder Committee on the Outreach Plan:

- What about providing an additional incentive for foreign language speakers or from certain groups (see stakeholder groups)?
- Offer money, Clipper card or transit passes
- Add P.I.A. to outreach list
- Timing:
 - Weekday night (not Friday), 6:00 p.m. start
 - Saturday morning
 - Sunday night

- Weekday daytime morning, 9:00 a.m. start
 - Reduce time to 2.5 hours
- Maps at breakout groups
- Childcare provided at workshop
- Break-out groups
 - 5-8 per group
 - Have facilitator at each table
- Venues
 - South San Francisco
 - Memorial Hall
 - San Bruno
 - Community/Recreation Center
 - Firemen's Hall/Chamber – good location
 - Legion Hall – good parking access
- San Bruno cable-public access
 - Public announcements
- Outreach through school district
 - Yes it's possible (Wed/TR packet)
 - Approval ISV District
 - School e-newsletters
- Outreach at senior centers, churches, newsletters, etc.

Survey Comments:

- Route difficulty (#3)
 - What mode are you using?
 - Why is it difficult?
 - What is the origin?
- Remove double negatives (#4)
- Different modes create different issues (#4)
- Provide location for other comments
- Larger print
- Survey over the phone (in English)
- Review BPAC recommendations
- Add “win \$100!” graphic

POTENTIAL FUNDING SOURCES

San Bruno / South San Francisco Community-Based Transportation Plan

Potential Funding Sources

Name	Source	Administered By	Category*	Supports	Who May Apply?	Minimum/Maximum Awarded	Application Due Date for Call for Projects	Has San Mateo County Received?	Notes
FEDERAL									
Low-Income Flexible Transportation Program	JARC, DOT, STA, CMAQ	MTC	TR	Improve transportation services to residents of low-income communities	Public agencies, nonprofits.	No minimum amount awarded. Project can be funded for a maximum of 80% with a 20% local match	Most recent call for projects was October 2009	Yes	
Lifeline Transportation Program	FHWA	MTC	TR/B/P	Improved air quality through support of transit capital, operating expenses for first three years of new transit services, and bicycle and pedestrian facilities.	State DOT's, MPOs, transit agencies	No minimum amount awarded. Project can be funded for a maximum of 80% with a 20% local match	Most recent call for projects was October 2009	Yes	
SAFETEA-LU -- STP/CMAQ Program: Transportation for Livable Communities/Housing Incentive Program (TLC/HIP)	FHWA	MTC/CMAAs	TR/B/P/A&T	The TLC/HIP is a grant program intended to help municipalities plan and construct community-oriented transportation projects.	Local Agencies.	No minimum amount awarded. Project can be awarded a maximum of \$6 million with a 20% local match		Yes	Applications for the next call for project was due on April 2010
SAFETEA-LU -- Safe Routes to School (SR2T)	FHWA	Caltrans	B/P	For infrastructure related projects: planning, design, and construction of projects that substantially improve the ability of students to walk and bicycle to school. Must be within approximately 2 miles of a school.	State, local, and regional entities; nonprofits; schools.	No minimum amount awarded. If all segments of the project are eligible a maximum of 100% will be funded through reimbursement. A statewide funding target of 70% for infrastructure projects and 30% for non-infrastructure projects has been established. No local match funding required	Most recent call for projects was 2009	No	Applications for the fourth cycle call for projects will begin in early 2011
Community Development Block Grant Program (CDBG)	HUD/State	HUD	TR	Can be used for construction of public facilities and improvements.	Formula distribution.	No minimum amount awarded. Project can be funded for a maximum of \$500,000.	Most recent call for projects was July 2009	Yes	Applications for the next call for projects will be due by June 2010

Potential Funding Sources

Name	Source	Administered by	Category*	Supports	Who May Apply?	Minimum/Maximum Awarded	Application Due Date for Call for Projects	Has San Mateo County Received?	Notes
FEDERAL (cont'd)									
FTA Section 5307 Transportation Enhancements	FTA	MTC	TR/B/P	In urbanized areas, with populations over 200,000, operators are required to set aside 1 percent of Section 5307 money for Transportation Enhancements, which can include bus stop improvements and improved bicycle and pedestrian access to transit.	Transit operators.	No minimum amount awarded. Project can be funded for a maximum of 80% with a 20% local match. If the project consists of one of the following three: ADA, CAA, and/or Bicycle Facilities the project can be funded for a maximum of 90% with a 10% local match		No	
FTA Section 5309 and 5318 Bus and Bus Facilities	FTA	MTC	TR/P	Capital purchases of buses and bus related equipment and facilities	Distributed to regions on an urbanized area formula.	No minimum amount awarded. Project can be funded for a maximum of 80% with a 20% local match.		No	
FTA Section 5310 Transportation for Elderly Persons/Persons with Disabilities.	FTA	State/MTC	TR	Capital purchases to meet transportation needs of the elderly or persons with disabilities.	Nonprofits and other public agencies	No minimum amount awarded. Project can be funded for a maximum of 80% with a 20% local match.	Most recent call for projects was FY 2007	No	

Potential Funding Sources

Name	Source	Administered by	Category*	Supports	Who May Apply?	Minimum/Maximum Awarded	Application Due Date for Call for Projects	Has San Mateo County Received?	Notes
STATE									
Transportation Development Act Article 4/State Transit Assistance Funds (TDA/STA)	State Sales Tax/ Gasoline Tax revenues	MTC	TR	Capital and operating expenses.	Transit operators		Most recent call for projects was for FY 2009/2010	No.	
Transportation Development Act Article 3 Funds (TDA)	State Sales Tax	MTC/ C/CAG	B/P	Transportation projects. 2% of County funds set aside for bicycle and pedestrian projects.	City and counties		Most recent call for projects was for FY 2009/2010	Yes	Can apply for pedestrian funds not more than once every five years.
Caltrans Community Based Transportation Program (CBTP)	State	Caltrans	TR/B/P/A&T	Integration of land use and transportation planning and alternatives to address growth.	Local agencies	No minimum amount awarded. Maximum amount awarded is \$300,000 with a 10% local match	Most recent call for projects was for FY 2009/2010	Yes	
Caltrans Environmental Justice: Context-Sensitive Planning	State	Caltrans	TR/B/P/A&T	Funds planning activities that assist low income, minority, and underserved communities in participating in transportation planning and project development.	Local agencies	No minimum amount awarded. Maximum amount awarded is \$250,000 with a 10% local match	Most recent call for projects was for FY 2009/2010	Yes	
Bicycle Transportation Account (BTA)	State	Caltrans	B	Improve safety and convenience for bicycle commuters.	City and County projects	No minimum amount awarded. Maximum amount awarded is \$1.8 million with a 10% local match	Most recent call for projects was for December 2009	Yes	
Safe Routes to School (SR2S)	State	Caltrans	B/P	Infrastructure projects that improve safety and efforts that promote walking and bicycling, within two miles of a school.	Cities and counties	No minimum amount awarded. Maximum amount awarded is \$450,000 for a \$500,000 project with a 10% local match	Most recent call for projects was for July 2009	Yes.	Applications for the next call for projects will be due by July 2010
STIP Transportation Enhancements	State Highway Funds	CMAAs/CTC	B/P	Enhancement activities include pedestrian and bicycle facility improvements, landscaping, scenic beautification.	Local agencies	No minimum amount awarded. Project can be funded for a maximum of 88.53% with a 11.47% local match		No.	

Potential Funding Sources

Local Transportation Service Program (C/CAG)		C/CAG	T	Assist residents to connect to regional transportation services by providing new or existing shuttle service.	City, County, and Local agencies	No minimum or maximum amount established. A 50% local match must be attributed to the total cost of the program		Applications for the next call for projects will be due by June 11, 2010
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Name	Source	Administered by	Category*	Supports	Who May Apply?	Minimum/Maximum Awarded	Application Due Date for Call for Projects	Has San Mateo County Received?
REGIONAL/LOCAL								
Lifeline Transportation Program	CMAQ, JARC, and STA	MTC/ C/CAG	TR	Community based transportation projects focused on low income communities.	Local agencies	No minimum amount awarded. Project can be funded for a maximum of 80% with a 20% local match	Most recent call for projects was October 2009	No
Transportation Fund for Clean Air (TFCA)	Regional tax on motor vehicles	BAAQMD and C/CAG	TR/B/P	Purchase or lease of clean fuel buses, clean air vehicles, ridesharing programs, bicycle facility improvements, dissemination of transit information.	Public agencies, nonprofits	Minimum amount awarded is \$10,000 for a project. Maximum amount awarded is \$1.5 million for a public agency and \$500,000 for a non-public entity. A matching local fund of 10% is to be attributed.	Most recent call for projects was for September 2009	Yes
Safe Routes to School	RM2	Caltrans	B/P	Infrastructure projects that improve safety and efforts that promote walking and bicycling, within two miles of a school.	Cities and counties, transit agencies	No minimum amount awarded. Maximum amount awarded is \$450,000 for a \$500,000 project with a 10% local match	Most recent call for projects was for July 2009	No
San Mateo's Half Cent Tax (Measure A)	County	San Mateo County Transportation Authority	TR/B/P	Improvements on transit; local streets and transportation, grade separation, pedestrian and bicycles and alternative congestion relief.	San Mateo County and their perspective cities			Yes

*Categories:
 TR- Transit
 B- Bicycle
 P- Pedestrian
 A&T- Auto and Truck

Potential Funding Sources

Acronyms:

BAAQMD- Bay Area Air Quality Management District
C/CAG- City/County Association of Governments
CMA- Congestion Management Agency
CMAQ- Congestion Management and Air Quality
CTC- California Transportation Commission
DOT- Department of Transportation
FHWA- Federal Highway Administration
FTA- Federal Transit Administration
MPO- Metropolitan Planning Organization
MTC- Metropolitan Transportation Commission
RM2- Regional Measure 2, from Bay Area Bridge Tolls
STA- State Transit Assistance
STIP- Statewide Transportation Improvement Program
ADA- Americans with Disabilities Act
CAA- Clean Air Act

Potential Funding Sources

MTC Lifeline Transportation Program

MTC's Lifeline Program is designed to fund projects that improve mobility for low-income residents in the Bay Area. The next Call for Projects for Lifeline funding will be administered by C/CAG in 2012. The Lifeline program is designed to fund projects that come from Community-Based Transportation Plans. Many of the recommended strategies in this CBTP would potentially be eligible to receive Lifeline funding.

According to the Guiding Principles for County Lifeline Programs from the most recent Lifeline funding cycle, the Lifeline Program supports community-based transportation projects that:

- Are developed through a collaborative and inclusive planning process that includes broad partnerships among a variety of stakeholders such as public agencies, transit operators, community-based organizations and other community stakeholders, and outreach to underrepresented stakeholders.
- Address transportation gaps and/or barriers identified through a Community-Based Transportation Plan (CBTP), countywide or regional Welfare-to-Work Transportation Plan, or are otherwise based on a documented assessment of needs within the designated communities of concern. Findings emerging from one or more CBTPs may also be applied to other low-income areas, or otherwise be directed to serve low-income constituencies within the county, as applicable.
- Improve a range of transportation choices by adding a variety of new or expanded services including but not limited to: enhanced fixed route transit services, shuttles, children's programs, taxi voucher programs, improved access to autos, capital improvement projects. Transportation needs specific to elderly and disabled residents of low-income communities may also be considered when funding projects.

The Lifeline Call for Projects will be available on the C/CAG website (<http://www.ccag.ca.gov/>).

Stakeholder Committee

San Bruno / South San Francisco Community-Based Transportation Plan

Stakeholder Committee

The following agencies have representatives in the SSF/SB Stakeholder.

Alliance of California's for Community Empowerment (ACCE)

Representative: David Sharples

Al Madinah Academy

Representative: Dean Moidean, Wahab Ali

All Soul's Catholic School

Allen Elementary School

Representative: Kit Cosgriff, Principal

Belle Air Elementary School

Representative: Claire Beltrami, Principal; Javier Rivera

Belle Air PTA

Representative: Regina Qunintana

CA Congress of Parents Teachers & Students Inc. (Allen Elementary PTA)

Representative: Karin Cunningham, President

First Filipino American United Church of Christ

First Tongan United Methodist Church

Historic Old Town Homeowners & Renters Assn. (HOTHRA)

Representative: Lisa DeMattei

HOTHRA Member, Historic Old Town Homeowners & Renters Association

Representative: Eldie Gonzalez

SSF City Council

Representative: Pedro Gonzalez

Martin School

Representative: Rona Jawetz, Principal

North Peninsula Neighborhood Services Center

Representative: Audrey Magnusen

Parkside Intermediate School

Representative: Angela Addiego, Principal

Safe Harbor

Representative: Tracy Smith, Director; Jessica Escobedo, Manager

San Bruno Bicycle and Pedestrian Advisory Committee

Representative: George Yang

San Bruno Hospitality House

Representative: Kate Chatfield

San Bruno Resident and Pedestrian Advocate

Representative: Doris Maez

San Mateo County Health Center -- SSF Clinic

Representative: Sanatan Mandir

Spruce School

Representative: Rebecca Vyduna, Principal

SSF Bicycle and Pedestrian Advisory Committee Al Meckler

SSF Boys and Girls Club Sharon Dolan, Executive Director

Representative: Miguel A. DeTrinidad

SSF Community Learning Center

Representative: Anita Palafox, Administrative Assistant

SSF Unified School District

Representative: Alejandro Hogan, Superintendent

St Vincent de Paul

Representative: Lorraine Moriarty

St. Bruno's Church

Representative: Father Michael Brillantes

Los Cerritos Elementary School

Representative: Jammie Behrendt, Principal

SSF High School Anthony

Representative: Limoges, Principial

Project Read Program

Representative: Holly Fulghum-Nutters