

San Mateo County

Transportation Plan for Low-income Populations
February 2012

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Existing Conditions Report

Countywide Transportation Plan for Low-income Populations

Revised Draft, March 2011



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1. Introduction

The Existing Conditions Report for the Countywide Transportation Plan for Low Income Populations presents a baseline of existing conditions in the County. The report includes a demographic profile of the County, an overview of existing plans and programs, an overview of potential funding sources, and an analysis of barriers to implementing transportation improvements.

COUNTYWIDE PLAN PURPOSE AND PROCESS

The purpose of the Countywide Transportation Plan for Low Income Populations (Countywide Plan) is to develop viable strategies to increase the affordability and accessibility of transportation options for low-income residents in San Mateo County. This work is funded by a Caltrans Environmental Justice grant and the San Mateo City/County Association of Governments (C/CAG).

The planning process for the Countywide plan involves the following three phases.

Phase 1: Existing Conditions Analysis

This Existing Conditions Report for the Plan provides the foundation of information and assessment of demographics, current projects and programs.

Phase 2: Stakeholder Outreach and Community Engagement

Community outreach and engagement, an integral part of the Countywide Plan process, will provide valuable feedback from community members and stakeholders regarding transportation issues and priorities.

Phase 3: Identify Transportation Strategies based on Community Input

Based on stakeholder outreach and community engagement in Phase 2, transportation strategies will be identified that meet community goals and address transportation issues.

Phase 4: Prepare the Draft and Final Plan

A Draft Plan will be prepared based on an evaluation the feasibility of countywide solutions and recommended implementation strategies received during the stakeholder outreach and community engagement phase.

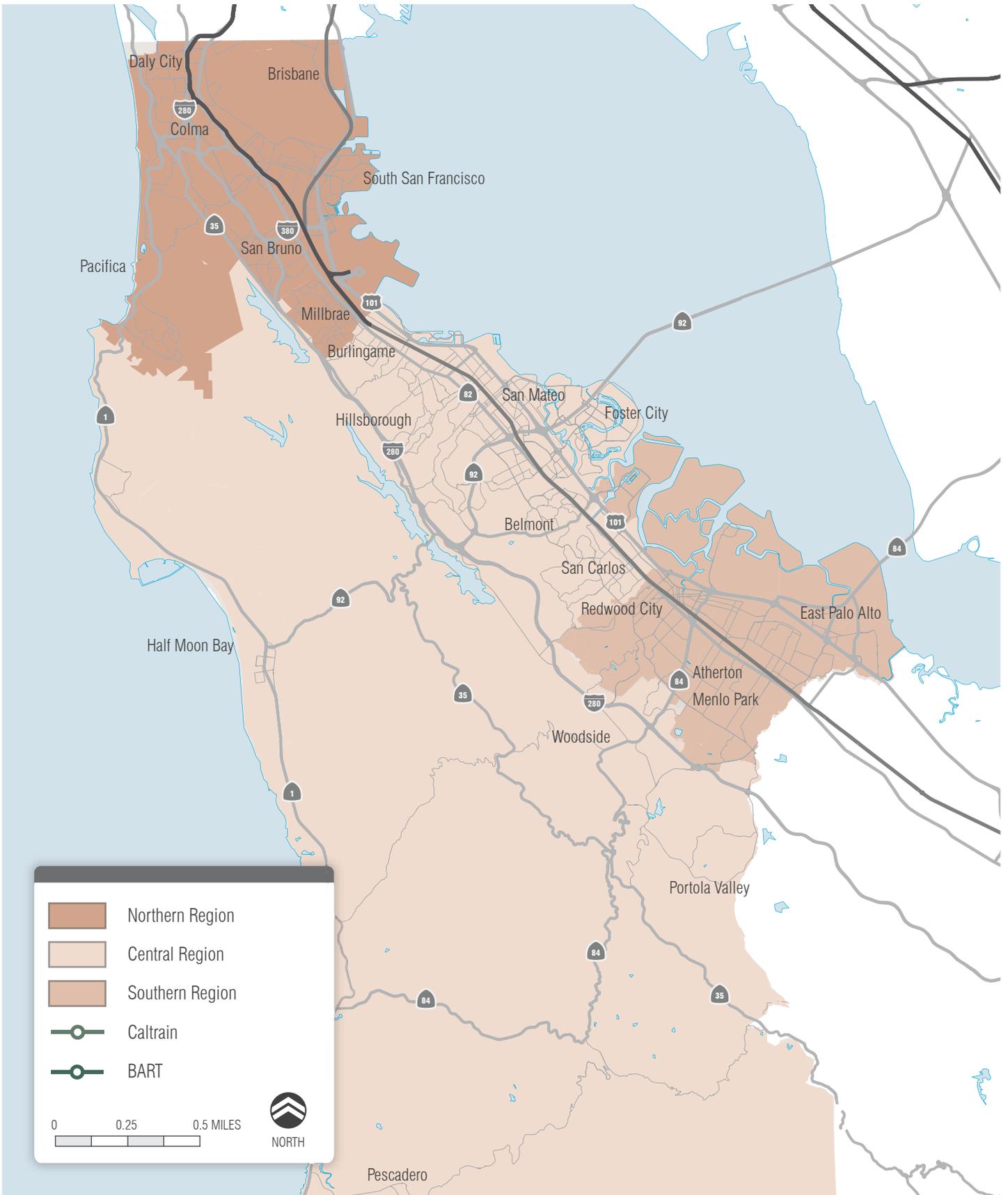
The outcome of this work will also provide a framework for transportation providers and various countywide agencies to work together to better understand transportation needs of low-income populations. It will allow them to carry out strategies to better serve these populations, and create partnerships for feasible and efficient project or program implementation.

STUDY AREA

The study area for the Countywide Plan includes the entire County of San Mateo, including the cities of Daly City, South San Francisco, Redwood City, San Mateo, and several others. The county is

divided into three service regions: northern, central, and southern (see Map 1) as a basis for outreach and data analysis purposes. These three regional divisions are used by the County of San Mateo Human Services Agency (HSA) to categorize their service areas.

COUNTYWIDE TRANSPORTATION PLAN FOR LOW-INCOME POPULATIONS



OVERVIEW OF THIS REPORT

Chapter 2 provides demographic data for San Mateo County, including population, poverty rates and income levels.

Chapter 3 provides a summary of existing plans that affect San Mateo County's low-income communities and the status of projects that have been implemented.

Chapter 4 contains an assessment of barriers to project implementation and a description of current and potential funding sources for transportation improvement projects for low-income populations.

Chapter 5 describes other transit programs for low-income populations currently underway in the county.

2. Demographics

This chapter summarizes key demographic data and trends in San Mateo County. Data used for this analysis include 2000 U.S. Census data, 2009 American Community Survey (ACS) Census data, San Mateo County Human Services Agency (HSA) data, and ABAG population and employment projections. Data in this report will be updated when information from the 2010 Decennial Census becomes available.

For comparison purposes, data for the entire Bay Area is presented alongside data for San Mateo County. Bay Area counties include the following: Contra Costa, Marin, Napa, San Francisco, San Mateo, Santa Clara, Solano, and Sonoma.

POPULATION GROWTH

As of 2008, San Mateo County had an estimated population of 739,469 residents. This is about 10 percent of the Bay Area’s 2008 population. As shown in Table 1, the county experienced moderate growth since 1990. The County population grew 14 percent, while the Bay Area experienced a 21 percent growth. Looking to the future, the County continues to grow at a slightly slower pace than the Bay Area. ABAG forecasts predict an increase of 17 percent for the County and 20 percent growth for the Bay Area over the next 20 years.

Table 1 Population Trends

	1990	2000	2008	2030 Projection	% Change 1990-2000	% Change 2000-2008
San Mateo County	649,623	707,161	739,469	862,600	9%	5%
Bay Area	6,023,577	6,783,760	7,265,739	8,719,300	13%	7%

Source: ABAG, 2009.

HOUSEHOLDS AND HOMEOWNERSHIP

Average household size is a function of the number of people living in households divided by the number of occupied housing units in a given area. According to the 2005-2009 ACS estimations, San Mateo County had an average household size of 2.74 in the year 2009, higher than the Bay Area average of 2.66 people per household (see Figure 1) . The larger household sizes in the County can be attributed to the slightly higher proportion of family households. Family households comprised 68 percent of all households in the County, compared to 64 percent of Bay Area households. In 2009, approximately 62 percent of County households owned their homes while 59 percent of Bay Area households were homeowners. In general, household and homeownership trends of the County are similar to the Bay Area as a whole (see Table 2).

Figure 1 Average Household Size

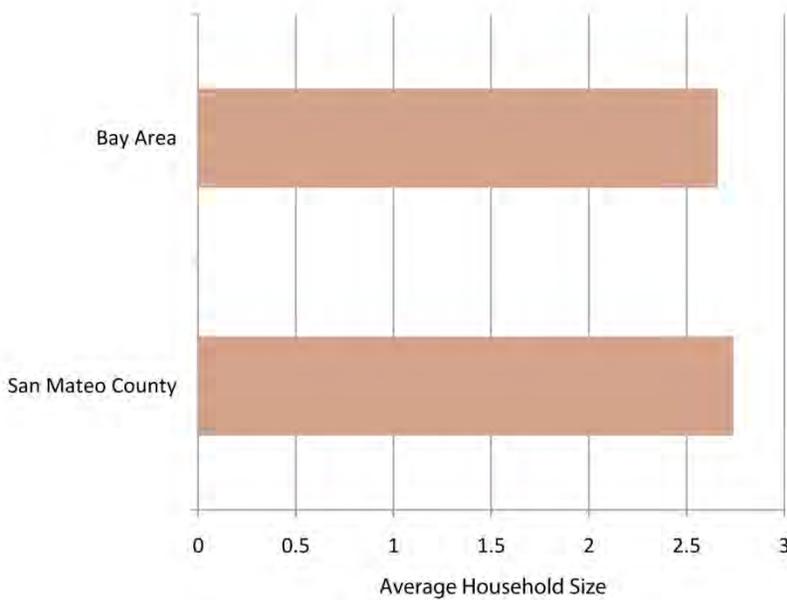


Table 2 Household Trends

	San Mateo County	Bay Area
Households	252,860	2,512,048
Average Household Size	2.74	2.66
Household Type		
Families	171,068 (68%)	1,618,138 (64%)
Non-Families	81,792 (32%)	893,910 (41%)
Tenure		
Owner	156,000 (62%)	1,478,932 (59%)
Renter	96,860 (38%)	1,033,116 (41%)

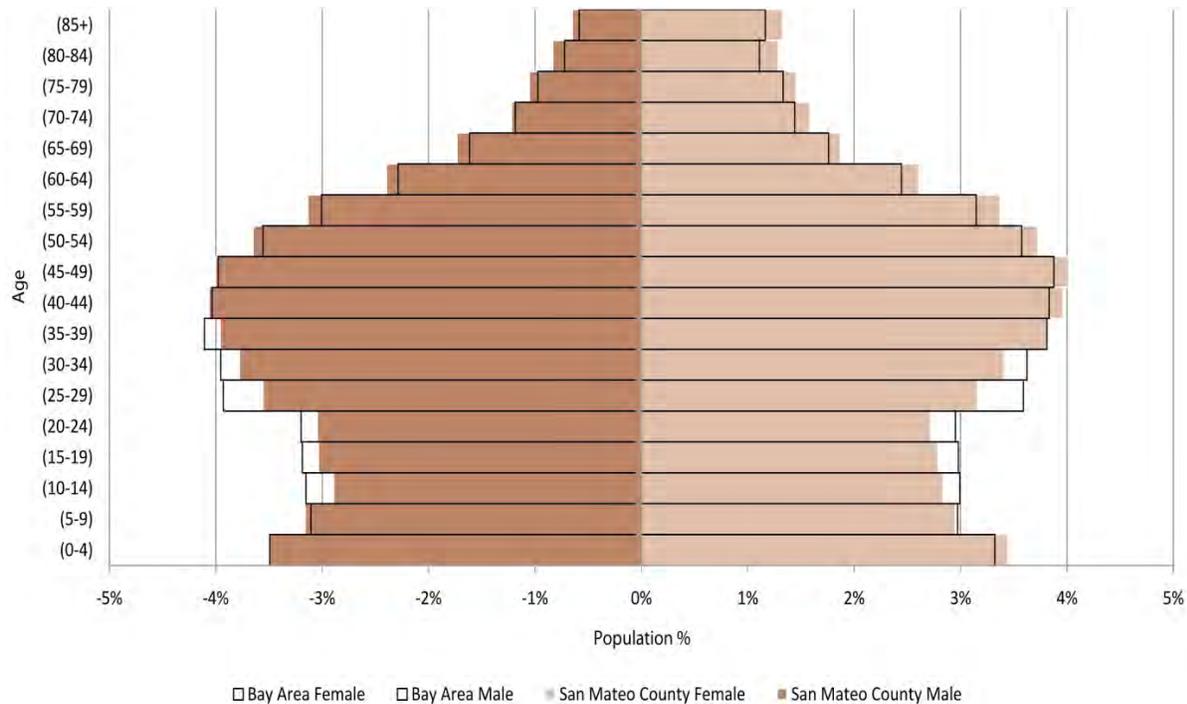
Source: U.S. Census Bureau, 2005-2009 American Community Survey.

AGE AND SEX

Based on 2005-2009 ACS data, a large portion of county residents are between the ages of 25 to 49, approximately 38 percent of the total population. Furthermore, approximately 24 percent of the population is under 20 years old and 6.5 percent are over 75 years old. Compared with age distribution of the entire Bay Area, San Mateo County has a lower percentage of population under 20 years old, but a higher percentage of adults age 75 and over (see Figure 2). For both the County and the Bay Area, there are more females than males over the age of 45, and more males than

females under the age of 45. The greatest gender imbalance occurs between the 85 and over age cohort.

Figure 2 Population Pyramid



According to projections from the San Mateo County Aging Model (2007), the senior population is expected to grow rapidly over the next twenty years (see Table 3).¹ Furthermore, as stated in the Senior Mobility Action Plan (2006): “The Baby Boomers will become a major factor around 2020 when the first of them reach the age of 75, which is when a lot of people begin having significant driving difficulties.”

Table 3 San Mateo County Senior Population Growth, (2010-2030)

Age	2007	2020	2030
65-74	47,100	67,600	72,200
75-84	32,100	37,600	55,000
85+	12,200	23,000	30,200
All 65+	91,400	128,200	157,400

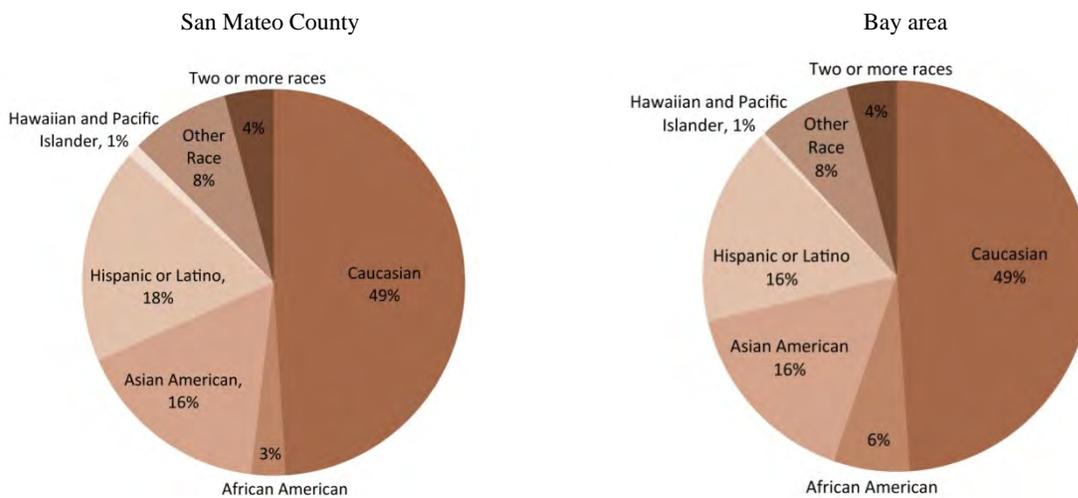
Source: County of San Mateo, Health and Policy Planning. "San Mateo County Aging Model: Better Planning for Tomorrow." 2007.

¹ County of San Mateo, Health and Policy Planning. "San Mateo County Aging Model: Better Planning for Tomorrow." 2007. Retrieved online: <http://www.co.sanmateo.ca.us/>

RACE

San Mateo County's ethnic diversity reflects the composition of the Bay Area in that it is generally 50 percent Caucasian and 50 percent other races. Of the other races, Hispanic/Latinos and Asian Americans account for the second highest ethnic groups at roughly 20 percent of the population. Compared to the Bay Area, San Mateo County has similar percentages of all races except for African American, which is lower, and Hispanic/Latino, which is higher. Figure 3 presents population demographics by race and ethnicity for the year 2000.

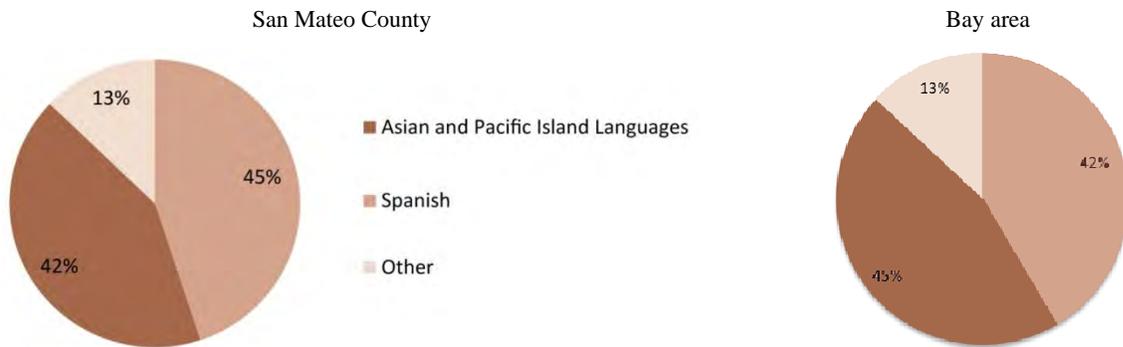
Figure 3 Race and Ethnicity of San Mateo County and Bay Area



LINGUISTIC ISOLATION

The U.S. Census Bureau defines a linguistically isolated household one where no one 14 years or older speaks English "very well." According to 2005-2009 ACS data, 24,018 households in San Mateo County are linguistically isolated. Of the 24,018 isolated households, 45 percent (10,796) speak Spanish, 42 percent (10,136) speak Asian or Pacific Island languages, and 13 percent (3,086) speak other languages (see Figure 4).

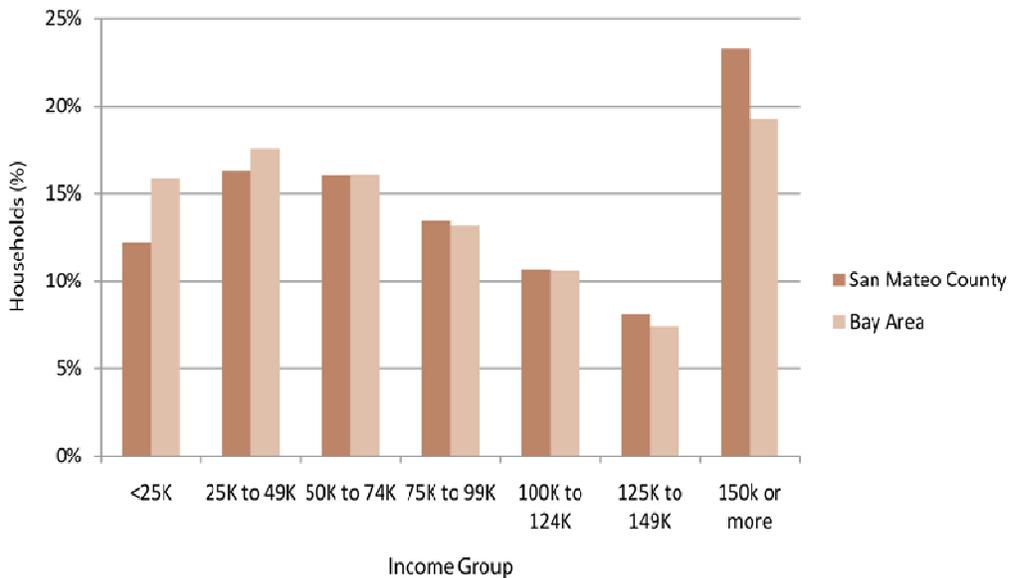
Figure 4 Languages Spoken in Linguistically Isolated Households



INCOME AND POVERTY

San Mateo County has a higher median household income of \$84,426 than the average Bay Area median income of \$74,961 (in 2009 dollars). Accordingly, San Mateo County has fewer households earning less than \$25,000 compared with the entire Bay Area, 12 and 16 percent respectively (see Figure 5).

Figure 5 Income



As part of the MTC's Equity Analysis Report published in February, 2009, concentrations of poverty were defined by MTC as places where 30% or more residents had incomes below 200% of the federal poverty level. This percent threshold takes into consideration the high cost of living in

the Bay Area and provides a more representative definition of low-income populations. Using the 2005-2009 ACS census data, the percentage of low-income population was mapped by census tract for San Mateo County (see Map 2).

Table 4 shows a comparison of individuals in poverty from San Mateo County and the Bay Area using 2005-2009 ACS census data. San Mateo County has a lower percentage of individuals in poverty than the Bay Area with 7% of individuals below the designated poverty level and 19% of individuals making less than twice the poverty level.

Table 4 Poverty Levels

Poverty Level	San Mateo County Individuals	%	Bay Area Individuals	%
Below 100% poverty level	50,041	7%	640,420	9%
Below 200% poverty level	128,994	19%	1,544,352	23%

Source: U.S. Census Bureau, 2005-2009 American Community Survey.

Table 5 shows the percentage of people in San Mateo County living in poverty by race. African American, American Indian and Alaskan Native, Native Hawaiian and Other Pacific Islander, other race, and Hispanic or Latino populations all have higher rates of people living below 100% of the federal poverty level than the average for the County.

Table 5 Percentage of People Living in Poverty by Race

Race	% below Poverty Level
White	7.0%
Black or African American	16.7%
American Indian and Alaska Native	9.3%
Asian	4.8%
Native Hawaiian and Other Pacific Islander	12.8%
Hispanic or Latino origin (of any race)	13.5%
White alone, not Hispanic or Latino	4.6%

Source: U.S. Census Bureau, 2005-2009 American Community Survey.

Table 6 shows workers, age 16 and over, who make less than \$25,000 per year by mode of commute. There are higher percentages of workers, earning less than \$25,000 per year, who use alternative

modes of transportation (alternative to driving alone) to commute to work than the averages for the County.

Table 6 Workers Who Make Less Than \$25k per Year

Mode	<25k	%	San Mateo County	%
Drove Alone	56,358	60.1%	244,319	70.6%
Carpooled	13,159	14.0%	38,615	11.2%
Public Transportation	10,271	11.0%	28,511	8.2%
Walked	5,561	5.9%	9,527	2.8%
Taxi, Motorcycle, Bicycle	2,680	2.9%	8,084	2.3%
Worked at home	5,737	6.1%	16,928	4.9%
Total	93,766	100.0%	345,984	100.0%

Source: U.S. Census Bureau, 2005-2009 American Community Survey.

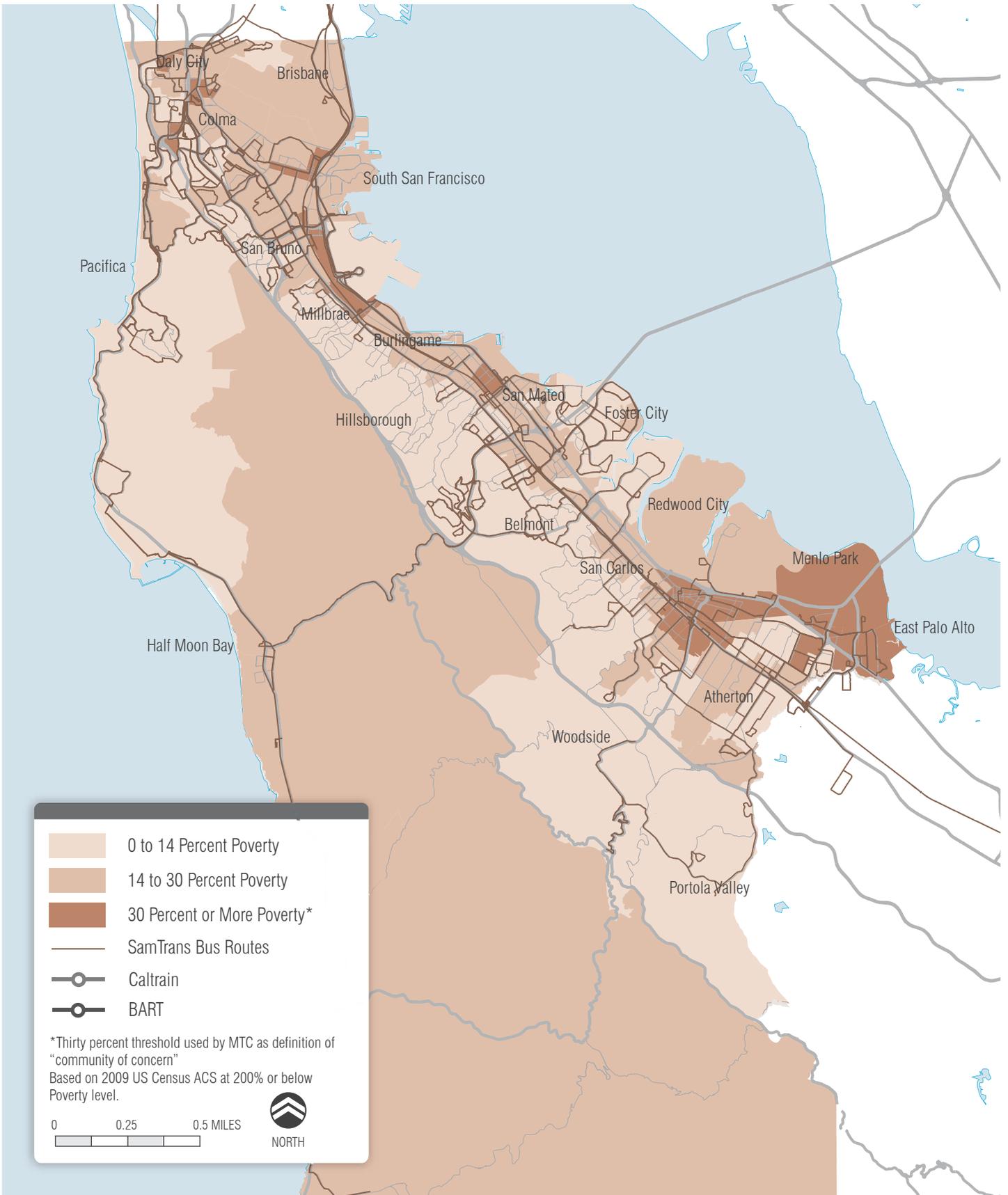
Within certain areas of San Mateo County, seniors and children have higher rates of poverty. Countywide, 6.9% of people aged 65 and older are living in poverty. In Atherton 20.2% of seniors are in poverty and in East Palo Alto 17.9% of seniors are in poverty. Countywide, 9.6% of children under the age of 18 are living in poverty. There are higher than average numbers of children living below the poverty level in Broadmoore, Colma, East Palo Alto, North Fair Oaks and Redwood City (see Table 7).

Table 7 Geographic Concentrations of Children in Poverty

Area	% below Poverty Level
San Mateo County	9.6%
Broadmoore	24%
Colma	19.2%
East Palo Alto	24.6%
North Fair Oaks	30.7%
Redwood City	15.3%

Source: U.S. Census Bureau, 2005-2009 American Community Survey.

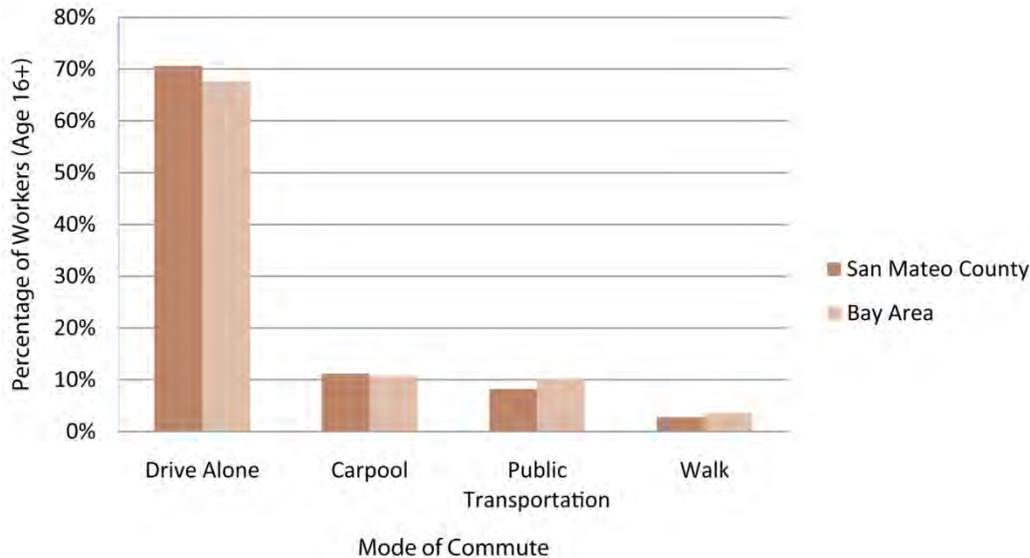
COUNTYWIDE TRANSPORTATION PLAN FOR LOW-INCOME POPULATIONS



MODE SPLIT

Based on 2005-2009 ACS data, driving alone is the most prevalent mode of commute for county residents—approximately 70 percent of workers (age 16 and over) drive alone and 10 percent carpool. A slightly greater percentage of San Mateo County workers commute by driving alone than Bay Area workers. Furthermore, ACS data shows that Bay Area workers have slightly higher percentages in taking public transportation compared with the county (see Figure 6).

Figure 6 Mode Split



HSA DATA

The locations of HSA households are mapped to illustrate the geographic patterns by Census tract. As shown in Map 3, higher densities of HSA households are focused in areas along the eastern side of the peninsula, particularly in East Palo Alto, Menlo Park, and South San Francisco.

The following analysis of 2010 demographic data obtained from HSA illustrates general demographic trends for individuals enrolled in HSA programs. These programs include CalWORKs, food stamps, general assistance, and Medi-Cal. Data shows that there are 68,209 individuals enrolled in HSA programs. Individuals can be simultaneously enrolled in several programs at once (hence the sum of 91,717 enrollees seen in Table 8). As shown in Table 8, the large percentage of individuals participate in Medi-Cal (93%) and food stamps (30%) programs.

Table 8 Enrollees by Program

Program	Enrollees	Percentage (Enrollees by total HSA participants)
CalWORKs	7,182	11%
Food Stamps	20,510	30%
General Assistance	723	1%
Medi-Cal	63,302	93%
Total Program Enrollees:	91,717	--
Total HSA participants:	68,209	134%

Source: HSA, 2010.

Regarding sex and age, the data shows that there are 14 percent more females enrolled in programs than males (see Table 9). Categorizing individuals by age group reveals that almost half (48%) of those enrolled in programs are age 18 or under. There are slightly higher percentages of children (ages 0-4) and seniors (ages 65 and up), and lower percentages of individuals ages 46-64. Otherwise the percentage of individuals in each cohort is between 12 and 15 percent (see Table 10)

Table 9 Individuals by Sex

Sex	Individuals	Percentage
Female	39,177	57%
Male	29,032	43%
Total:	68,209	100%

Source: HSA, 2010.

COUNTYWIDE TRANSPORTATION PLAN FOR LOW-INCOME POPULATIONS

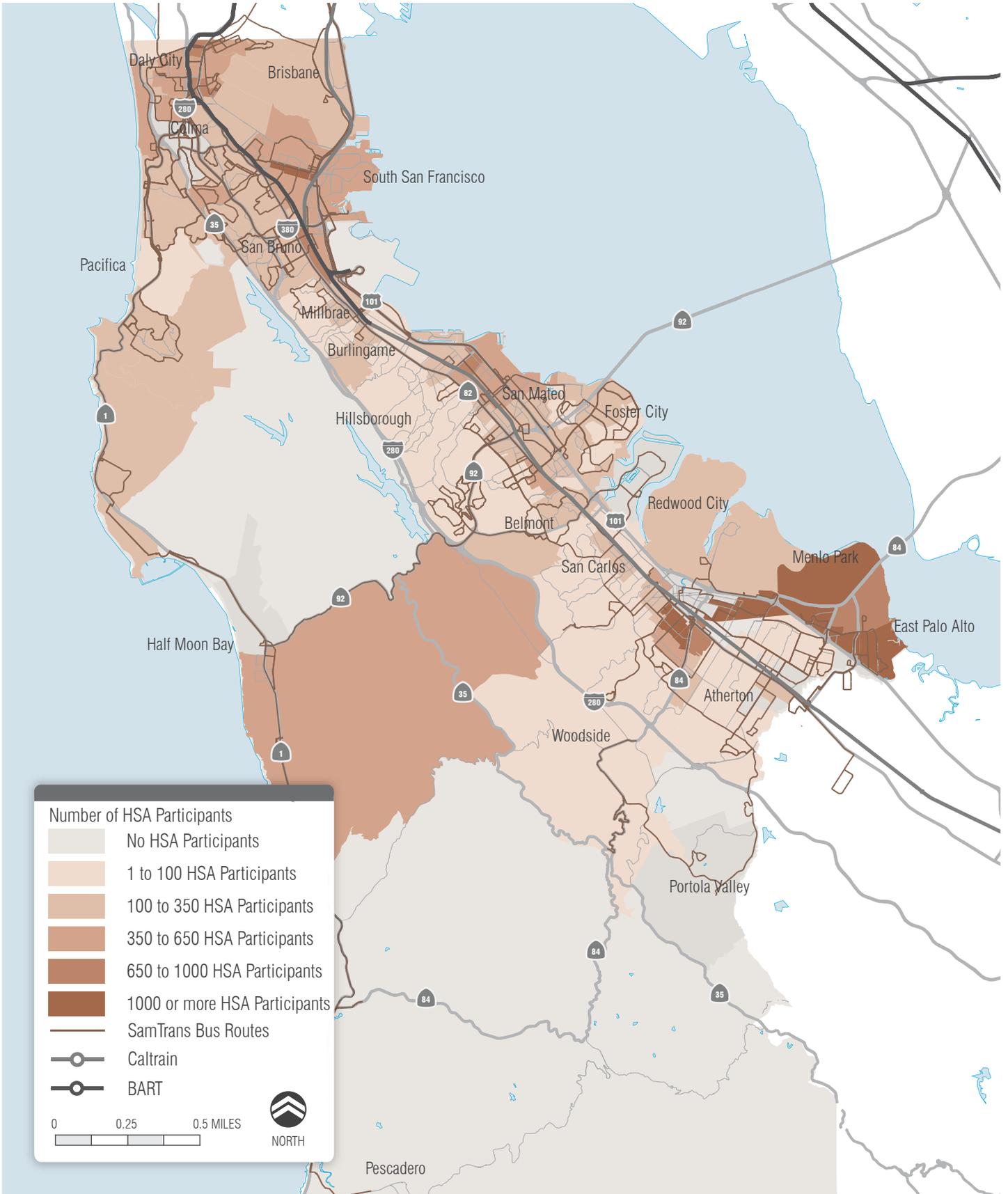


Table 10 Individuals by Age Group

Age Groupings	Individuals	Percentage
0-4 years	12,168	18%
5-10 years	10,363	15%
11-18 years	10,512	15%
19-29 years	8,029	12%
30-45 years	9,958	15%
46-64 years	5,974	9%
65 years and up	11,205	16%
Total:	68,209	100%

Looking at trends in ethnicity, the data shows that the majority (56%) of individuals enrolled in programs are Hispanic (see Table 11). Other prevalent ethnicities include Caucasian, Filipino, and African American.

Table 11 Individuals by Ethnicity

Ethnicity	Individuals	Percentage
Hispanic	38,424	56%
Caucasian	9,148	13%
Filipino	5,796	9%
African American	3,818	6%
Chinese	2,587	4%
Other Ethnicity	6,904	10%
Unknown	1,532	2%
Total:	68,209	100%

3. Summary of Existing Plans and Project Implementation Status

This section summarizes the current implementation status of existing plans that improve transportation options for the low-income communities in San Mateo County.

There are five plans reviewed in this section:

- 1) San Mateo County Welfare to Work Transportation Planning Project (2001)
- 2) MTC Lifeline Report (2001)
- 3) East Palo Alto Community Based Transportation Plan (2004)
- 4) Bayshore Community-Based Transportation Plan (2009)
- 5) North Central San Mateo Community Based Transportation Plan (2010)

SAN MATEO COUNTY WELFARE TO WORK TRANSPORTATION PLAN (2001)

Plan Description

The purpose of the San Mateo County Welfare to Work Plan is to improve mobility of CalWORKs participants and other low-income individuals to connect them with employment opportunities. The plan was sponsored in 2001 by the Metropolitan Transportation Commission (MTC) and authored by Crain & Associates. The clients were the San Mateo County Human Services Agency (HSA) and the San Mateo County Transit District. The Strategic Oversight Committee (for the Year 2000 Strategic Plan for San Mateo County Human Services) guided the interagency planning process. About 80 stakeholders participated in interviews and focus groups to discuss transportation barriers and suggest potential solutions. In addition, 2,314 CalWORKs participants and Medi-Cal recipients responded to a mail survey, providing a comprehensive transportation profile and definition of transportation needs and preferences.

Through the planning process and survey results, the report identified several top transportation barriers. These barriers include the following:

- Transit is not affordable;
- Low-income persons are unable to afford owning automobiles and the associated expenses;
- Public transit operates infrequently or is inaccessible in certain geographical areas;
- Public transit does not run early or late enough, especially on weekends;

- Children do not have enough transportation options for traveling to/from school and/or day care;
- Low-income individuals are either confused or not fully aware of available transportation options; and
- Current options for transportation in emergency situations are not affordable for low-income individuals.

The report identified strategies to overcome the transportation barriers. The strategies were separated into two types: Tier 1 was top priority and Tier 2 was of lower priority.

The projects in Tier 1 included improving information access with a mobility manager, providing taxi or car rental vouchers for low-income individuals to use for urgent transportation needs, improving access with shuttle service to San Carlos One Stop Center, and establishing a transit fare assistance project. The report also identified potential lead agencies and partner agencies for implementation, provided estimates for the first year of project costs, and identified potential funding sources for implementation.

Table 12 describes the projects included in the San Mateo County Welfare to Work Plan. Seven of the nine projects in the plan have been implemented and one project has been funded, but not yet implemented. The one project not implemented was due to project feasibility

Table 12 Projects

Project Description	Lead Agency	Status	Priority
Mobility manager & improved transportation information Mobility manager will coordinate HSA initiatives related to transportation; Manger will also coordinate development of improved transportation information resources	Human Services Agency	Position hired, but funding ran out. This position is currently vacant and not likely to be reinstated.	Tier 1
Emergency transportation project Provides taxi or rental car vouchers to eligible persons for use in emergency transportation situations	Human Services Agency	Project is ongoing and funded through the MTC Lifeline program.	Tier 1
Improved access to HSA One-Stop Centers Establishes or re-routes peak-hour and mid-day shuttles to serve HSA One-Stop Centers in Belmont and San Carlos	Human Services Agency	Project has not been implemented. Funded by Lifeline program.	Tier 1
Transit fare assistance Provides reduced cost transit passes and/or tokens for 1,100 low-income persons	Human Services Agency; SamTrans	Project implemented. MTC Lifeline funding provided \$220,000 for bus passes and tickets in 2008 to 2010. The project was renewed and received \$200,000 in December 2010. Demand exceeds project budget.	Tier 1
Community transit services Community oriented transit service would link neighborhoods to mainline transit and key destinations; strategy would be initiated in East Palo Alto	City of East Palo Alto; SamTrans; Human Services Agency	Project implemented. Community shuttle projects are running in several cities, including East Palo Alto. The East Palo Alto Community Shuttle goes from destinations in East Palo Alto, such as the Ravenswood Health Clinic and University Village, to the Palo Alto Caltrain Station.	Tier 2
Carpool and vanpool incentives Subsidies for new low-income carpool and vanpool commuters	Human Services Agency; RIDES; Peninsula Congestion Relief Alliance	Project implemented and is ongoing through the Peninsula Congestion Relief Alliance.	Tier 2
Auto repair and insurance grant project Grants to low-income individuals for auto repairs and auto insurance	Family Services Agency; City of East Palo Alto	Project implemented and is ongoing through the Family Services Agency.	Tier 2
Children's transportation project Shuttle service for trips to school and childcare for 200 children of low-income families	Human Services Agency; school districts	Project has not been implemented due to project feasibility. Difficult to carry out projects related to transportation of school children. HSA may not be appropriate lead agency.	Tier 2
24-hour bus service 24-hour bus service on all or selected SamTrans routes	SamTrans	One route provides 24-hour bus service—397, which provides service from San Francisco to Palo Alto.	Tier 2

MTC LIFELINE TRANSPORTATION NETWORK REPORT (2001)

Plan Description

The Lifeline Transportation Network Report identifies a regional network of transportation services that provide access to employment, services, and other activities considered essential to daily life for low-income communities. This effort was led by MTC in 2001 and analyzed low-income communities, specifically where the people in those communities needed to go, how well the existing public transportation network serves their needs, and if there are better methods to address any deficiencies. MTC staff met with representatives from transit agencies in each of the nine Bay Area counties to review and confirm findings. They also convened stakeholder meetings to hear directly from the residents of low-income communities, staff from social service agencies, and representatives of advocacy groups.

The Report identifies the Lifeline Transportation Network, communities with the highest concentrations of low-income persons, and provides recommendations for funding and completing community based transportation plans for these areas. However, unlike the other plans discussed in

this section, this Report does not identify specific projects. Specific projects related to MTC Lifeline funding are described in the next section.

EAST PALO ALTO COMMUNITY-BASED TRANSPORTATION PLAN (2004)

Plan Description

The purpose of the East Palo Alto Community-Based Transportation Plan is to identify transportation gaps within East Palo Alto and develop strategies to close those gaps. This was an effort headed by C/CAG in 2004 with SamTrans as the project team. The planning process was designed to solicit in-depth input from community members and the agencies that serve them. Outreach efforts included workshops, interviews, presentations, a survey (provided in English and Spanish), mailing list, and telephone hotline. The City of East Palo Alto appointed a Stakeholder Committee consisting of 18 active members who reviewed information about the needs of the community, existing transportation services, and identified solutions. In addition, a Technical Advisory Committee comprised of staff representing the City of East Palo Alto, C/CAG, and MTC was formed to oversee the process. The committee recommended lead agencies for implementation, estimated project costs, identified potential funding sources, and identified possible planning and implementation partners. For transportation improvement projects eligible for JARC funding, they explored potential funding scenarios of how much JARC funds could cover the total costs of the program.

Community and stakeholder agency input resulted in 13 recommended strategies. The strategies included topics and concepts such as increasing community transit services with local shuttles, providing transit transfer sites, improving scheduling and connectivity of transit, extending certain routes and service hours, and providing a transit center.

The plan's projects are presented in Table 13. Four projects have been implemented since the completion of the plan, one has been funded but not yet implemented, and eight have not yet been implemented.

Table 13 East Palo Alto CBTP Projects

Project Description	Lead Agency	Status	Priority
Improve Transit Scheduling and Connectivity A comprehensive transit study would be conducted to improve the spatial (having buses and shuttles stop at same location) and temporal (e.g. timed transfers) connectivity of shuttles and fixed route transit and improve dissemination of transit information	SamTrans	Not Implemented.	Short-term
Subsidize Monthly Transit Passes for Low Income Riders Subsidizing monthly SamTrans passes would make transit more affordable for low income residents and increase their mobility. Subsidized passes could be made available at pass vendor outlets or through the	East Palo Alto	Project implemented. Funding currently at \$100,000 annually. Demand exceeds project budget.	Short-term

Human Services Agency to individuals furnishing proof of low income status			
Provide Demand Response Service Demand response service, especially at night, could provide more direct service and increase safety by reducing the need to walk long distances to a bus stop or providing a ride directly to a destination	East Palo Alto	Project implemented through nighttime shuttle service	Short-term
Provide More Bus Pass Vendor Outlets Additional bus pass vendor outlets would increase the convenience of purchasing monthly passes for frequent riders, thereby reducing their transit costs	SamTrans	Project implemented. Additional pass vendor outlets are now available.	Short-term
Provide a City TSM Coordinator A Transportation Systems Management Coordinator would administer, promote and coordinate various transportation programs and services to benefit East Palo Alto residents, employers, and local workers	East Palo Alto	TSM coordinator position funded but not hired.	Short-term
Enhanced Transit Information in Spanish This project would pay for translating and printing all the schedules for bus and shuttle routes that serve East Palo Alto. It would also pay for a translator for one public meeting per year	SamTrans	Not implemented.	Short-term
Implement a TOD Program A Transit Oriented Development (TOD) Program would encourage the adoption of policies to favor new and redevelopment projects that integrate transportation and land use and encourage residents and employers to walk, bike and take transit	East Palo Alto	The Downtown Plan provides guidance for TOD.	Short-term
Relocate School Bus Stops Existing school bus stops on major thoroughfares would be assessed to determine if shifting stops to lower-volume side streets would create a safer environment for school children	Ravenswood Unified School District	Not implemented.	Short-term
Provide Community Shuttle Service at Night A nighttime shuttle service would augment existing community shuttles and fixed route transit with service from 10 PM to 6 AM	East Palo Alto	Project implemented through nighttime shuttle service	Short-term
Provide Transit Transfer Sites Providing shelters and enhancing the amenities and information at four bus stops where transfers frequently occur will improve the passenger experience and safety	East Palo Alto; SamTrans	Not implemented.	Medium-term
Increase Frequency of Fixed Route Transit Increasing the frequency of fixed route transit service would make travel easier to primary destinations. Increasing frequency from 30 to 20 minutes in the peak would require an additional bus plus operating costs; increasing frequency on weekday evenings from 60 to 30 minutes would require purchase of a bus.	East Palo Alto; SamTrans	Not Implemented.	Medium-term
Extend SamTrans Routes 297/397 into Neighborhoods or Extend Hours of Route 296 Extend routes 297 and 397 into East Palo Alto neighborhoods, similar to route 296.	SamTrans	Not Implemented.	Medium-term
Provide a Transit Center in East Palo Alto To construct shelters with lighting, seating, real-time information, closed-circuit television cameras, driveway, concrete pads, parking spaces	East Palo Alto	Not Implemented.	Long-term

Note: "Short-term" = less than two years to implement, "Medium-term" = 2-5 years to implement, "Long-term" = more than five years to implement

BAYSHORE COMMUNITY BASED TRANSPORTATION PLAN (2009)

Plan Description

The purpose of the Bayshore Community Based Transportation Plan is to identify transportation gaps within the Bayshore neighborhood in Daly City and recommend solutions. This planning effort was headed by C/CAG in 2008 with SamTrans as the project team. The planning process had a strong emphasis on community participation. Outreach efforts included interviews, presentations, a survey (provided in English, Spanish and Chinese), mailing list, and telephone hotline. Daly City appointed a Stakeholder Committee consisting of 17 active members who reviewed information about the needs of the community, existing transportation services available to them, and identified solutions. In addition, a Technical Advisory Committee was formed to oversee the planning process. Members included staff representing Daly City, San Mateo County Human Services Agency, C/CAG, MTC, Muni and SamTrans.

The CBTP recommends lead agencies for implementation, estimated project costs, general timeframe, and identified potential funding sources. The evaluation criteria against which the potential strategies were evaluated were based on impacts to the community, transportation network, and project logistics such as financial or implementation concerns. Projects were prioritized based on the evaluation criteria into short-term, mid-term and long-term categories.

The stated transportation needs and corresponding strategies included three categories: access to transit and community facilities within the project area; access to places outside the project area; and information and cost. Table 14 presents the plans the projects of the plan and describes their implementation status. One project has been implemented, two have been funded and not yet implemented and 11 have not been implemented.

Table 14 Bayshore CBTP Projects

Project/Program Description	Lead Agency	Status	Priority
Provide Circulator Shuttle Service Provide shuttle service that serves the Bayshore neighborhood, SamTrans and Muni bus stops, BART and Daly City. Service would operate for 10 hours on weekdays and 6 hours on weekends	SamTrans; City of Daly City	Project has been funded by C/CAG and the San Mateo County Transportation Authority and is scheduled to begin in 2011	Short-term
Provide Discounted Taxi Rides to Medical Facilities Provide discounts to low-income residents for taxi rides to medical facilities from the Bayshore neighborhood	City of Daly City	Not implemented.	Short-term
Subsidize School Bus Service Procure funding to subsidize the existing school bus service provided by the Jefferson School District that transports students from the Bayshore neighborhood to high school	Jefferson School District	Not implemented.	Short-term
Provide Shuttle Service to Kaiser Medical Offices Provide shuttle service that connects Kaiser Medical Facilities in South San Francisco and Daly City with BART	Kaiser Permanente	Not implemented.	Mid-term
Provide Fixed-Route Transit Service Extend SamTrans Route 121 to serve the Bayshore neighborhood	SamTrans	Not implemented.	Long-term
Improve Transit Stops – SamTrans Improve the SamTrans bus stop at Bayshore Blvd and Geneva Ave by adding a shelter and other amenities	SamTrans, City of Daly City, City of Brisbane	Funded by Lifeline. In process.	Short/Mid-term
Improve Transit Stops – Muni	SFMTA, City of Daly	Not implemented.	Short/Mid-

Improve two Muni bus stops (Santos Street and Geneva Avenue and the inbound stop at Rio Verde Street and Geneva Avenue) by adding a shelter and other amenities	City, City of San Francisco		term
Enhance Pedestrian Safety Provide sidewalks on four sections of Bayshore Blvd and Main Street to provide easier and safer access to SamTrans bus stops from the Bayshore neighborhood. Install pedestrian-scale lighting throughout the neighborhood	City of Daly City, City of Brisbane	Not Implemented.	Mid-term
Improve Bicycle Infrastructure Provide bicycle lanes on Geneva Avenue to Bayshore Blvd and provide bicycle racks at nearby transit stops	City of Daly City	Not Implemented. Improvements included in the City's Bicycle Master Plan	Short/Mid-term
Improve Taxi Service Information Provide information on available taxi services for Bayshore residents	City of Daly City	Not Implemented.	Short-term
Increase Public Awareness about Transportation Options Provide information about the various public transportation options available to Bayshore residents. Create a specially tailored map of transportation options	SamTrans, SFMTA	Not Implemented.	Short-term
Provide Transit Information in Different Languages Translate the SamTrans How to Ride Guide, Bus System Map, and Transit Information Guide into Chinese and distribute to the Bayshore area upon request	SamTrans, SFMTA	Not Implemented.	Short/Mid-term
Improve Affordability of Transfers between Transit Systems Develop a mechanism for providing discounted transfers between SamTrans and Muni at stops near the project area border with San Francisco	SamTrans, SFMTA	Not Implemented.	Mid-term
Subsidize Monthly Transit Passes for Low Income Riders Subsidizing monthly SamTrans passes would make transit more affordable for low income residents and increase their mobility. Subsidized passes could be made available at pass vendor outlets or through the Human Services Agency to individuals furnishing proof of low income status	City of Daly City, Human Services Agency, SamTrans	Project currently being implemented countywide, see "Transit Fare Assistance" implemented as part of the Welfare to Work Plan.	Short/Mid-term

"Short-term" = less than two years to implement, "Mid-term" = 2-5 years to implement, "Long-term" = more than five years to implement

NORTH CENTRAL SAN MATEO COMMUNITY BASED TRANSPORTATION PLAN (2010)

Plan Description

The purpose of the North Central San Mateo Community Based Transportation Plan is to identify transportation gaps within North Central San Mateo and develop strategies to close those gaps. This was an effort headed by C/CAG in 2010 with SamTrans as the project team. The planning process was a collaborative effort involving community and stakeholder involvement at every stage of the process. Outreach efforts included public service announcements and press releases, interviews, presentations, surveys, project website, and a telephone hotline. The City of San Mateo appointed a Stakeholder Committee who reviewed information about the needs of the community, existing transportation services, and identified solutions. In addition, a Technical Advisory Committee comprised of staff representing the City of San Mateo, the San Mateo County Human Services Agency (HSA), C/CAG, MTC, and SamTrans was formed to oversee the process. The committee recommended lead agencies for implementation, estimated timeframe, identified potential funding sources and possible planning and implementation partners.

Community and stakeholder agency input resulted in 10 recommended strategies which are organized into three categories: access to places outside the project area, access to transit and community facilities within the project area, and information and cost. The strategies included topics such as improving existing school bus service, improving bicycle and pedestrian amenities, and increasing public access to information about transportation options.

Projects and Actions

As of January 2011, the Draft North Central San Mateo CBTP is in the final stages of review. At this time, no projects have been implemented (see Table 15).

Table 15 North Central San Mateo CBTP Projects

Project Description	Lead Agency	Status	Priority
Improve Existing School Bus Service Existing school bus service could be adjusted to better serve the residents of North Central San Mateo. The San Mateo-Foster City School District is currently looking at streamlining and modifying the bus routes, and potentially creating more of a shuttle-style system than the current system. School start times may also be adjusted in order to reach a maximum bus pick up and drop off of students.	San Mateo - Foster City School District	Not implemented.	0 to 2 years
Augment Existing Transportation Service to Better Serve Key Destinations Existing transit services could be adjusted to better service key destinations identified as difficult to access by residents of the project area.	SamTrans	Not implemented.	0 to 2 years
Increase Frequency of Existing Transit Service Increasing the frequency of selected bus routes that serve the North Central San Mateo neighborhood would provide residents with more convenient service to their common destinations.	SamTrans	Not implemented.	2 to 4 years

<p>Reinstate the San Mateo Medical Center Shuttle 1. Work with the San Mateo Medical Center to reinstate their demand-response shuttle service that previously brought patients from throughout the County to the Medical Center. 2. Kaiser Hospital in Redwood City and Stanford Hospital in Palo Alto currently provide shuttle service from Sequoia Caltrain Station and Palo Alto Caltrain Station, respectively. The reroute of SamTrans route 250 (as described in Strategy #2) would connect the project area with El Camino Real bus service, which connects to the Caltrain stations served by the Kaiser and Stanford shuttles.</p>	<p>San Mateo Medical Center</p>	<p>Not implemented.</p>	<p>0 to 2 years</p>
<p>Establish Local Safe Routes to School Program This strategy encourages the San Mateo-Foster City School District to apply for SR2S funding from C/CAG when it becomes available for projects contained in the toolkit that meet the needs of school-aged children living in the project area.</p>	<p>San Mateo County Office of Education</p>	<p>Not implemented.</p>	<p>0 to 2 years</p>
<p>Improve Transit Stop Amenities Improvements to transit stops could include shelters, lighting, benches or Simme-Seats (pole with seats), trash receptacles, newspaper racks, bicycle racks, and public phones. Posted information about transit and other transportation services could be expanded and also provided in Spanish. Information could include displays, information boards, pole schedule displays, and schedules within bus shelters. Simme-Seats could provide an alternative for seating at transit stops.</p>	<p>SamTrans, City of San Mateo</p>	<p>Not implemented.</p>	<p>0 to 2 years</p>
<p>Improve Pedestrian Amenities Pedestrian safety could be enhanced through the implementation of key pedestrian improvements needed in the project area. The problems have been divided into four types: 1. Garbage Issues; 2. Loitering; 3. Poor Lighting; 4. Traffic Issues; and 5. Pedestrian Safety.</p>	<p>City of San Mateo</p>	<p>Not implemented.</p>	<p>2 to 4 years</p>
<p>Improve Bicycle Amenities The project would improve the existing bicycle facilities in the project area. Bicycle racks would be added at main bus stops and stations.</p>	<p>City of San Mateo</p>	<p>Not implemented.</p>	<p>2 to 4 years</p>
<p>Improve Affordability of Public Transit for Low-income Users Expand the HSA discounted pass project, utilize the Clipper Card system, and create a day pass</p>	<p>HAS, SamTrans</p>	<p>Not implemented.</p>	<p>2 to 4 years</p>
<p>Increase Public Access to Information about Transportation Options Establish a transportation information center, create a specialized map, offer Google Translate; offer transit routes on Google Maps, text the bus stop ID system, add a new pass sales outlet and create a program to teach residents how to take public transit</p>	<p>SamTrans, Clipper/Cubic</p>	<p>Not implemented.</p>	<p>0 to 2 years</p>

4. Project Implementation Assessment

This section examines the process of developing, administering, and funding program projects. For projects that have not been implemented or are not in the process of being implemented, Wilbur Smith engaged in discussion with District staff and other implementing agencies to assess the barriers and conditions that prevented implementation. s.

BARRIERS TO IMPLEMENTATION

Our assessment of projects and programs developed to address the transportation needs of low-income residents in San Mateo County shows several barriers to implementation that includes:

- Lack of appropriate sustainable and stable funding sources.
- The absence of a process to promote implementation of projects.
- Projects require unusual, complex, or difficult partnerships.
- Projects require administrative resources that potential sponsoring agencies do not have.

Limited funding is one barrier to implementation of the transportation projects and programs recommended in the various plans. Funding is not sustainable over the long term. The loss of STA funding to the State has limited MTC's Lifeline Program operation funds, which is critical for many service-oriented projects. Most of the identified projects cannot generate income and are not self-sustaining. For example, a Family Services Agency volunteer driver program was terminated when it could not renew sufficient funding to sustain operations.

Another barrier is the absence of an advocate in the County to encourage the implementation of identified projects. Many recommended projects require the participation and/or support of more than one entity and there is no identified governing body or agency with authority to fulfill this role. Transit agencies are required to consider the recommendations from MTC's Community Based Transportation Plans in the preparation of their Short Range Transit Plans; however other recommended projects are under the purview of cities, other public agencies such as school districts, social service organizations, or private entities such as hospitals.

Often projects require unusual partnerships for implementation. Many of those partnerships may be difficult to establish for agencies short on time, staff, and resources. An example of this is the Bayshore bus stop improvement project. The Bayshore bus stop is located in Brisbane but serves the community in Daly City. In order to implement the project Daly City had to agree to sponsor the project and provide community outreach. The City of Brisbane agreed to manage, design, and construct the project. Both Cities contributed to the funding match requirements. In addition SamTrans agreed to maintain the shelter and the City of Brisbane convinced a nearby restaurant that the project scope would not adversely affect the business.

The lack of administrative resource is another reason for not implementing projects. Both large and small projects require minimum levels of administration to comply with funding guidelines and reporting requirements. Under the current economic circumstances many government agencies cannot free up the staff time required to administer the project. An example is the dental school shuttle service run by the County of San Mateo Medical Center, which has not been implemented due to inadequate staffing resources to carry out the project.

MTC LIFELINE PROGRAM FUNDING (2006/2009)

Plan Description

The Lifeline program has funded a variety of projects throughout the region based on locally prioritized needs. There have been two funding cycles for the Lifeline program one in 2006 and one in 2009. The first funding cycle was established in 2006 and funded 39 projects in the Bay Area and the second funding cycle in 2009 funded an additional 75 projects. Projects throughout the Bay Area funded through the Lifeline program include fixed route transit, deviating-route shuttles, pedestrian safety improvements, taxi vouchers, demand-response programs, auto loan programs, and others. MTC Lifeline Transportation Network projects in San Mateo County are presented in Table 16.

Table 16 Projects and Programs

Project/Program Description	Lead Agency	Status	Planning Document Where Need is Identified	Priority*
Ways to Work Loan Program Provide low-interest loans to help families with the purchase of a reliable, safe automobile to get to work on time, repairs for their automobile; or car insurance	San Mateo County; Family Service Agency	Implemented using MTC Cycle 1 Lifeline funds. Project completed and closed February 2010	San Mateo County Welfare to Work Transportation Planning Project	--
Public Transportation Workshops Develop a curriculum and present workshops to train low-income Spanish and English speaking individuals to effectively use public transportation	City of South San Francisco	Implemented using MTC Cycle 1 Lifeline funds. Project completed and closed August 2010	Various Plans	--
Transportation Assistance Program Purchase monthly bus passes and provide emergency taxi vouchers to low-income families and individuals (including youth and seniors)	San Mateo County	Project is implemented. MTC Cycle 1 Lifeline funding provided \$220,000 for bus passes and tickets in 2008 to 2010. The project was renewed and received \$200,000 from Cycle 2, Tier 2 in December 2010. Demand exceeds project budget. Funding is expected to sustain the project until -FY 2012/13	San Mateo County Welfare to Work Transportation Planning Project	--
San Mateo Medical Center Bus Purchase of a small bus, for both transporting older adults from their homes to the San Mateo Medical Center for medical and dental appointments	San Mateo Medical Center	Project is implemented. MTC Cycle 1 Lifeline funding provided \$111,000 for bus purchase and operations 2008 to 2010. The project scope was modified from providing medical service transportation to dental school only transportation. Operation funds expected be exhausted in 2011.	--	--
Transportation Mobility Solutions Provide enhanced and viable transportation mobility solutions for the low-income, elderly, and disabled population of the San Mateo County Coastside area	SamTrans	Project is implemented. MTC Cycle 1 Lifeline funding provided \$250,000 for operations 2008 to 2010. The project scope was modified to SamTrans enhance operations of Route 17. \$431,657 Cycle 2 funds added for operation funds for funding from 2010-2013.	Various Plans	--
Fair Oaks Community Shuttle	City of Redwood	Project is implemented. MTC	--	--

Implement a pilot shuttle service to connect residents with necessary services	City	Cycle 1 Lifeline funding provided \$129,488 for operations 2006 to 2008. The project contract was given an extension until Aug 2011 when funding is expected be exhausted.		
East Palo Alto (EPA) Youth Shuttle, Mobility Manager, Bus Shelters, Shuttle Operations This project contains 4 elements - (1) Maintain East Palo Alto Youth Shuttle (2) Maintain funding for EPA Mobility Manager (3) Improve up to 4 EPA bus stop shelters, benches and amenities (4) Plan for shuttle operations for the Dumbarton Rail station area plan	City of East Palo Alto	MTC Cycle 2 Lifeline funding provided \$499,759 for operations 2009 to 2011. The fund passthrough contract was executed in February 2011. Not implemented yet.	East Palo Alto Community-Based Transportation Plan	Tier 1
Bayshore Shuttle Service Implement a free circulator shuttle service connecting Daly City's Bayshore neighborhood with transit and essential destinations in western Daly City. The shuttle will operate 10 hours on weekdays, expanding in the second year to add 6 hours of service on weekends	Daly City	MTC Cycle 2 Lifeline funding provided \$481,014 for operations 2009 to 2011. The fund passthrough contract was executed in February 2011. Not implemented yet.	Bayshore Community-Based Transportation Plan	Tier 1
Route 280 Maintain Route 280, which serves CalWorks clusters and essential destinations for the residents of East Palo Alto	SamTrans	Implemented using \$447,146 in MTC Cycle 2 Lifeline funds. Project estimated to exhaust funds in 2012.	--	Tier 1
Route 17 Maintain Route 17, which serves the Half Moon Bay area, to add service during the peak commute period, new Sunday service and extended evening hours	SamTrans	Implemented using \$431,657 in MTC Cycle 2 Lifeline funds. Project estimated to exhaust funds in 2012.	--	Tier 1
Van purchase and operations for shelter resident transportation Purchase van and provide on-demand service for residents of four homeless shelters in San Mateo County	Shelter Network	Implemented using \$100,250 in MTC Cycle 2 Lifeline funds. Van Purchased. Operations estimated to exhaust funds in 2012.	Various Plans	Tier 1
Fixed-Route 17 Bus Procurement Bus purchase for Route 17	SamTrans	Implemented using \$900,000 in MTC Cycle 2 Lifeline funds. Purchase of 3 buses.	--	Tier 1
Senior Service bus/van purchase Purchase of a replacement, 20 passenger wheel chair accessible bus to transport seniors (majority are low-income) and disabled adults to/from the Senior Center, for local outing, shopping trips and medical appointments	Pacifica	MTC Cycle 2 Lifeline funding provided \$56,221. The fund passthrough contract was executed but Prop 1 B funding is awaiting CTC allocation. Not implemented yet.	--	Tier 2
Belle Air Parking Lot modification Curve correction and street elevation adjustments to accommodate public transit bus service near Belle Air Elementary School. Additional improvements include parking lot reconfiguration, sign installations, striping, sidewalk installation, driveway improvements, curb ramps, and bus shelters to accommodate pedestrians	San Bruno	MTC Cycle 2 Lifeline funding provided \$151,251. The fund pass through contract was executed but Prop 1 B funding is awaiting CTC allocation. Not implemented yet.	--	Tier 2
Senior shuttle bus Purchase of a replacement 20 passenger wheelchair accessible bus to improve low-income elderly transportation to the Senior Center. This bus will also be used to provide low-income children transportation to the Recreation Center.	San Bruno	MTC Cycle 2 Lifeline funding provided \$100,000. The fund pass through contract was executed but Prop 1 B funding is awaiting CTC allocation. Not implemented	--	Tier 2

		yet.		
Sidewalks, solar bus shelters, curb ramps The project involves the installation of wider sidewalk, solar power lighted bus shelters and accessible curb ramps adjacent to and leading to SamTrans bus stops in the City of San Bruno. The project intends to improve access for people with disabilities and improve safety and the physical environment at bus stops	San Bruno	MTC Cycle 2 Lifeline funding provided \$201,600. The fund pass through contract was executed but Prop 1 B funding is awaiting CTC allocation. Not implemented yet.	Various Plans	Tier 2
Countywide Low-income Bus Tickets Provide bus tokens, bus tickets and bus passes for low-income families, and individuals participating in self-sufficiency and family strengthening activities	San Mateo County HSA.	Project is implemented. MTC Cycle 1 Lifeline funding provided \$220,000 for bus passes and tickets in 2008 to 2010. The project was renewed and received \$200,000 from Cycle 2, Tier 2 in December 2010. Demand exceeds project budget. Funding is expected to sustain the project until -FY 2012/13	San Mateo County Welfare to Work Transportation Planning Project	Tier 2
Transportation for Low Income Seniors TRIPS Continue the Transportation Reimbursement Independence Program (TRIP), providing mileage reimbursement to volunteer drivers transporting low-income seniors	Family Service Agency of San Mateo	Project implemented using \$250,000 MTC Cycle 1 Lifeline funds with additional partial funding (\$100,000) provided under Cycle 2, Tier 2. Project discontinued in June 2010 due to insufficient funding level.	--	Tier 2
Bayshore Bus Stop Improvements Provide a new bus shelter and access improvements for the SamTrans southbound bus stop on Bayshore Boulevard, just south of Geneva Avenue	Daly City	MTC Cycle 2 Lifeline funding provided \$181,181. The fund pass through contract was executed but Prop 1 B funding is awaiting CTC allocation. Not implemented yet.	Bayshore Community-Based Transportation Plan	Tier 2
Bus Stop Improvements in Communities of Concern Provide for the improvement of bus stops in select locations throughout communities of concern	SamTrans	MTC Cycle 2 Lifeline funding provided \$196,867. The fund pass through contract was executed but Prop 1 B funding is awaiting CTC allocation. Not implemented yet.	Various Plans	Tier 2

*Note: Project priority was not established in the 2006 funding cycle and is therefore now shown for all projects. Priority for the 2009 funding cycle is based on Tier 1 and Tier 2 funding types: the Tier 1 program covers the first two years of funding and the Tier 2 program covers the third year of funding. All Tier 1 projects include some Tier 2 funds.

CBTP FUNDING SOURCES

This section examines potential funding sources for low-income transportation projects and programs. Federal, state and regional sources are identified in Table 17, with details regarding the source of the funds, program intent, eligible recipients, and match requirements.

Table 17 Federal Funding Matrix

Name	Source	Administered by	Category	Program Intents	Eligible Recipients	Minimum/Maximum Awarded	Application Due Date for Call for Projects	Has San Mateo County Received?	Notes
FEDERAL									
CMAQ Transportation for Livable Communities (TLC)	FHWA	MTC/ CMAAs	Transit/bike/ped	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 April 2010
FTA Urbanized Area Formula Program (5307)	FTA	MTC	Transit/Bike/Ped	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 Specialized Transit and Procurement (5310)	FTA	State/MTC	Transit	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	
Community Development Block Grants (CDBG)	HUD/State	HUD	Transit	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.
MTC Low Income Flexible Transportation (LIFT)	CMAQ, JARC, STA, DOT	MTC	Transit	Improving transportation services (fixed route and demand response) for residents of low income communities	Social service/transportation 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	

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	
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 -- 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
Older Americans Act Title IIIB	FTA	Administration on Aging	Transit	Transport of seniors and caregivers	State, transportation agencies				Option to use Title IIIB funds to meet match requirements for programs administered by the FTA.
EPA National Clean Diesel Funding Program	EPA		Transit/Auto/Trucks	Implementation of EPA or CARB verified and certified diesel emission reduction technologies	State, regional, local agencies, nonprofits				Request for Proposals beings November 2010.

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/REGIONAL									
Transportation Development Act Article 3	State	MTC C/CAG	Bike/Ped	Design and construction of pedestrian and bicycle facilities and amenities, transit, special transit for disabled persons	County and city agencies				
MTC Lifeline Transportation Program	CMAQ, JARC, DOT, STA, Prop 1B	MTC, C/CAG	Transit	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	
BAAQMD Transportation Fund for Clean Air (TFCA)	Regional tax on motor vehicles	BAAQMD and ACCMA	Transit/bike/ped	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 attributed.	Most recent call for projects was for September 2009.	Yes	
Temporary Assistance for Needy Families (TANF) CalWorks	TANF	HHS, Administration for Children and Families (ACF)	Transit	Provides transportation to individuals transitioning from welfare to work	States				Option to use TANF funds to meet match requirements for programs administered by the FTA
Safe Routes to School (SR2S)	Regional Measure 2 (Bay Area bridge tolls)	Caltrans	Bike/Ped	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. 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	
Safe Routes to Transit (SR2T)	Regional Measure 2 (Bay Area bridge tolls)	Transportation and Land Use Commission	Bike/ped	Enhance pedestrian and bicycle access to transit stations in order to reduce congestion on one or more state toll bridges.	Cities and counties, transit agencies.				
California Office of Traffic Safety	State	Caltrans OTS	Bike/Ped	Pedestrian/bicycle safety	Public agencies				
FTA Job Access & Reverse Commute (JARC)5316	FTA	MTC	Transit	Services that provide transportation to low income individuals	MTC prioritizes JARC funds for its Lifeline program				
FTA Section 5303	FTA	MTC	Transit	Address planning needs (provide assistance with SRTP)	Transit operators				

C/CAG Local Transportation Support Program (LTSP)		C/CAG	Transit	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.
Regional Bicycle and Pedestrian Program	FHWA	MTC/CMAs	Bike/Ped	This program is designed to fund regionally significant bicycle and pedestrian projects.	Local Agencies				
San Mateo's Half Cent Tax (Measure A)	County	San Mateo Transportation Authority	Transit/bike/ped	Improvements on transit; local streets and transportation, grade separation, pedestrian and bicycles and alternative congestion relief	San Mateo County and their respective cities			Yes	
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	
STIP Transportation Enhancements	State Highway Funds	CMAs/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.	

Acronyms:

ACCMA—Alameda County Congestion Management Agency

ACTIA—Alameda County Transportation Improvement Authority

BAAQMD—Bay Area Air Quality Management District

CMA—Congestion Management Agency

CMAQ—Congestion Management and Air Quality

FHWA—Federal Highway Administration

FTA—Federal Transit Administration

MPO—Metropolitan Planning Organization

MTC—Metropolitan Transportation Commission

PROP 1B—Proposition 1B: Transit System Safety, Security & Disaster Response Account

STA—State Transit Assistance

5. Transit Services and Programs

TRANSIT PROVIDERS

This section summarizes the current transit services and discounts available to low-income populations in San Mateo County. Transit service within the County is provided by the San Mateo County Transit District (SamTrans), Caltrain Peninsula Rail Service, and the Bay Area Rapid Transit District (BART). In the year 2010, SamTrans accounted for half of total transit trips in the County (see Table 18).

Table 18 Change in Transit Market Share 2000-2010 Total Trips

Provider	2010
SamTrans	55%
Caltrain	14%
BART	31%

Source: SamTrans; Caltrain Annual Passenger Counts (February 2010); BART Average Weekday Boardings (February 2010), includes Daly City, Colma, San Bruno, South San Francisco, San Francisco Airport, and Millbrae stations.

SamTrans

Service Coverage

SamTrans provides local and express bus service within San Mateo County, and feeder service to Caltrain and BART stations. Service extends bayside from Daly City to East Palo Alto, coastside from Pescadero up to Pacifica, north into parts of San Francisco and south to Palo Alto in Santa Clara County. The District also operates Redi-Wheels paratransit service for persons with disabilities, and manages shuttle services. Shuttle services include nine employment shuttles in San Mateo County that travel to and from BART stations, as well as two community shuttles which travel from residential areas to retail and recreation destinations.

The current fixed-route bus system consists of 48 routes, with one route providing express service, 17 routes providing community circulator service and 30 routes connecting to the BART and/or Caltrain systems. The local routes connect activity centers on the Peninsula, such as business districts, shopping centers, hospitals, schools, and rail transit stations. Recently, in response to the decreased funding, the SamTrans Board adopted a 7.5 percent reduction in fixed-bus route service and cuts to administration. The service reduction eliminated six routes and modified service frequency in other routes. There was extensive public input and outreach involved in the selection of service reductions. Although service reduction was necessary, the span of service is maintained and routes that are essential for night-shift workers, youth, elderly and disabled has remained. The new service coverage is consistent with the District's Strategic Plan and Guiding Principles, specifically "to sustain basic mobility service for transit dependent and low-income persons." The proposal is also consistent with the requirements of the Civil Rights Act of 1964, Title VI, which

prohibits discrimination in the delivery of service to persons protected by the provisions of the act. Staff has completed a Title VI analysis and has concluded that the proposed service changes comply with the regulation.

SamTrans recently was awarded a Lifeline Transportation grant from MTC to maintain route 280, which serves CalWorks clusters and essential destinations for the residents of East Palo Alto.

Fare

Discounted rates are available for seniors, persons with disabilities, Medicare cardholders and youth. One child (age 4 and younger) can ride free with each adult, senior or adult-disabled farepaying passenger.

SamTrans Rider Statistics

In 2009 SamTrans riders were surveyed with questions related to their experience on transit, access to and from transit, and demographic characteristics. The following is a synopsis of finding from the survey:

- 71 percent of SamTrans riders use SamTrans 5 or more days per week.
- 26 percent of riders own or have access to a car.
- Walking is the primary mode in getting to and from SamTrans.
- 59 percent of riders stated that they would like to receive SamTrans information on the bus, 36 percent of riders would like to get information at bus stops, 15 percent would like to get information from SamTrans customer service, and 18 percent prefer to get information from the SamTrans website.
- 15 percent of SamTrans respondents indicate that English is not spoken well or not spoken at all in their household.
- 41 percent of riders make less than \$25,000/year. The mean income of respondents was \$36,600/year.

Caltrain

Service Coverage

Caltrain provides long distance commuter service through San Mateo County from San Francisco to Gilroy. There are 32 stations with 11 stations in San Mateo County. The current schedule includes 96 weekday, 32 Saturday and 28 Sunday trains. Caltrain has direct connections with major transit operators along its route, including the San Francisco Municipal Railway (Muni), BART, Santa Clara Valley Transportation Authority (VTA), Altamont Corridor Express (ACE), and Amtrak's Capital Corridor and Coast Starlight. Caltrain also has a shuttle program to carry employees directly to nearby office or industrial employment centers. There are currently 30 Caltrain-sponsored shuttles serving Caltrain stations.

Fare

Caltrain offers one-way tickets, day passes, 10-ride tickets, monthly passes and the Go Pass. Rates for seniors, persons with disabilities, Medicare cardholders and youth are 50 percent of the standard rate for all ticket types except the Go Pass. Also, a two-zone monthly Caltrain pass is good for unlimited local transit service on SamTrans and VTA routes.

BART

Service Coverage

BART operates five lines in four counties: San Francisco, Alameda, Contra Costa, and San Mateo Counties. BART can be considered a hybrid metro-commuter system, functioning as a metrorail system in the central business districts of San Francisco, Oakland, and Berkeley, and as commuter rail in the region's suburban areas. All lines except for the Richmond-Fremont line terminate at Daly City. The Pittsburg/Bay Point – SFO/Millbrae and the Richmond – Daly City/Millbrae lines offer extended service to San Francisco International Airport and Millbrae, providing an additional six stations in San Mateo County: Daly City, Colma, South San Francisco, San Bruno, San Francisco International Airport, and Millbrae.

Fare

BART riders pay for each ride they take and a surcharge is added for trips traveling through the Transbay Tube, to San Francisco International Airport, or through San Mateo County, which is not a BART member. A 6.25 percent discount is provided when "high value tickets" are purchased with fare values of \$48 and \$64, for prices of \$45 and \$60 respectively. A 62.5 percent discount is provided to seniors, the disabled, and children age 5 to 12. Middle and high school students 13 to 18 may obtain a 50 percent discount if their school participates in the BART program. Also, employees at San Francisco International Airport are not charged the Airport surcharge.

LIFELINE ROUTES

Nearly half (43%) of all transit routes operated by 19 transit operators within the Bay Area are identified as Lifeline routes by the 2001 Lifeline Transportation Network Report. These routes are considered critical to meeting the needs of low income communities because they:

- Provide direct service to a neighborhood with high concentration of CalWORKs households--36% of all region's transit routes directly serve low income neighborhoods.
- Provide service directly to areas with high concentrations of essential destinations
- Provide core trunkline service as identified by the transit operator; or
- Provide a key regional link.

Eight of the 19 operators have over 50% of their routes defined as Lifeline routes. This includes Fairfield-Suisun City, MUNI, Napa VINE, Tri-Delta Transit, Vallejo Transit, WestCAT, BART and

Caltrain. However, the operators with the greatest number of Lifeline routes serving CalWORKs neighborhoods are AC Transit (64 routes) and MUNI (43 routes).²

Within San Mateo County, SamTrans, VTA, Bart, and Caltrain all operate Lifeline routes. The routes are concentrated in parts of Daly City, South San Francisco, Menlo Park, and East Palo Alto. SamTrans operates 12 Lifeline routes. Three of these routes serve the county's highest concentration of low income populations in East Palo Alto. Furthermore, many local SamTrans routes provide connections between Caltrain stations and low-income communities. VTA operates one Lifeline route (Route 22) in San Mateo County, which provides a regional connection between Menlo Park and San Jose. BART is considered a key regional link connecting low-income transit-dependent populations to employment throughout the region. BART routes directly serve Downtown San Francisco and also provide connections to the East Bay. Caltrain is also considered a key regional link north to San Francisco and south to San Jose.

² Metropolitan Transportation Commission. *Lifeline Transportation Network Report: 2001 Regional Transportation Plan for the San Francisco Bay Area*. December 2001.

OTHER TRANSIT PROGRAMS AND SERVICES

Within San Mateo County there are several transportation/ transit related services run by cities, SamTrans, or other government agencies. These include fare assistance programs, van pools, and taxi vouchers, among others.

HSA Programs

The Human Service Agency (HSA) in San Mateo County currently provides a limited number of bus passes, bus tickets and emergency taxi vouchers to participating CalWORKs clients who need transportation assistance. Bus passes are also provided at the Samaritan House and several Core Service Agencies throughout San Mateo County. This service is currently funded under the MTC Lifeline Program (FY 2009-2011). HSA also provides an emergency transportation program, which provides taxi or rental car vouchers to eligible persons for use in emergency transportation situations.

Community Shuttles

Community shuttles provide useful linkages to regional transit, employment centers, and neighborhoods and are often provided by employers or by cities. There are eight community shuttles³ throughout the region, including:

- Bayshore / Brisbane Senior Shuttle
- Burlingame Trolley
- Foster City Connections (Blue Line) Shuttle
- Foster City Senior Express Shuttle
- Redwood City Climate Best Express Shuttle
- Menlo Park Shopper's Shuttle
- East Palo Alto Senior Shuttle
- South San Francisco Downtown Dasher

Funding for community shuttles come from a variety of sources, usually the city in which they operate and C/CAG.

Within the County there are 33 other shuttles serving commuters coming accessing employment centers and regional transit services (BART and Caltrain). Most of these shuttles are

³ "San Mateo County Shuttle Inventory and Analysis." San Mateo County Transit Authority (SMCTA), 2010.

Other

- Shelter Network received funding from the MTC Lifeline Program (FY 2009-2011) to purchase a van to provide on-demand service for residents of four homeless shelters in San Mateo County.
- The Family Service Agency runs the Family Loan Program which assists needy families in obtaining auto loans.

San Mateo County Transportation Plan for Low-income Populations Outreach Summary Report

1. INTRODUCTION

The basis of the Countywide Transportation Plan for Low-income Populations is the input and support of the community and stakeholder agencies. Project staff partnered to involve residents, community-based organizations (CBOs), and agencies serving San Mateo County to explore and develop viable strategies to increase the affordability and accessibility of transportation options for residents living below the sustainable standard. 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 March to July 2011. Based upon input from the Project Oversight Committee and Stakeholder Committee, outreach strategies were designed to solicit input from the broad range of residents and stakeholders in San Mateo County and to identify transportation needs and potential solutions. 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.

Strategies presented in this section include: the resident travel survey, transportation solutions workshops, interviews with community-based organizations, presentations to CBOs, a project website, and hotline.

Resident Survey

In order to effectively reach low-income populations in the County, surveys were distributed to seven Human Service Agency (HSA) regional offices and the 8 CORE Service Agencies, as well as additional organizations and programs. 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 also included general questions about home location, age, car ownership, travel mode, and travel issues. The printed survey was provided in English, Spanish, Chinese, and Tagalog. The survey was also available to be taken online in English and over the phone in all four languages.

To provide incentive for filling out the survey, respondents were entered to win a \$100 Visa gift card. The survey also offered the respondent an opportunity to express interest in attending one of the Transportation Solutions Workshops.

More than 4,000 printed surveys were distributed to various agencies and organizations. SamTrans received a total of 155—almost a 4% return rate. Of these returned surveys, 140 (90%) were in English and six were in Spanish, three in Chinese, and five in Tagalog.

A sample of the survey and detailed results are provided in Appendix B. Printed surveys were distributed to the following locations:

- Coastside Hope
- Daly City Community Service Center
- El Concilio Emergency Services Partnership
- Fair Oaks Community Center
- HICAP Counselors
- HLC Community Builders
- HSA - Belmont
- HSA - Daly City
- HSA - EPA
- HSA - RWC
- HSA - San Carlos
- HSA - San Mateo
- HSA - SSF
- Lesley Senior Communities
- Meals on Wheels
- North Peninsula Neighborhood Services
- Pacifica Resource Center
- PARCA
- Puente de la Costa Sur
- Samaritan House

Difficult Trips

Survey takers were asked a set of questions about a trip that is difficult for them to make. The three most common difficult trips identified were going to the grocery store or shopping, going to a medical appointment, and work. Specific destinations were varied; however trips to Safeway and medical facilities, such as Kaiser Hospital, were cited by more than one respondent.

The most frequently cited start and destination cities included Daly City, Redwood City, South San Francisco, and San Mateo. Other cities mentioned included San Bruno, Menlo Park, and San Carlos. For transit riders, the top two most difficult destinations were San Mateo and Daly City, followed by South San Francisco, San Francisco, and Redwood City. The following paragraphs further analyze the travel behaviors of the most frequently cited starting points of difficult trips.

Daly City

Of the 29 respondents who started their trip in Daly City, twenty-four (24) of them do not have direct access to a car. Many made their difficult trip by a combination of walking and SamTrans. Eleven (11) respondents made this trip using more than one mode (excluding walking), including a combination of driving, getting a ride, SamTrans, Muni, and BART. Most of these trips were made on weekdays between 7am and 4 pm. Twelve (12) respondents said that their trip could be made easier with improved bus stop amenities, 15 cited free or low-cost transit tickets/passes, and ten said that a low-cost loan to buy a car would help them make the trip. The destinations of the trips were

mainly to shopping or medical visits. The shopping destinations were mostly within Daly City, but medical destinations were spread out from San Mateo to San Francisco.

Redwood City

Of the 21 respondents who began their trip in Redwood City, only six of them had access to a car. The other respondents mainly made their trips via combinations of walking, biking, Caltrain and SamTrans. Other respondents made this trip by driving, getting a ride, SamTrans, and riding Muni or VTA. Eighteen (18) of the 21 trips were made on weekdays, with some trips also made on weekends. These trips were taken during all times of the day, although the majority of trips occurred between 7am and 4pm. The majority of trips were taken at least twice a week and were less than 60 minutes in duration. Twelve (12) respondents said that their trip could be made easier with more bus service, while 10 respondents mentioned that increased night and weekend transit service would improve their trip. Others cited free or low-cost transit tickets/passes, better bus stops, a low-cost loan for purchasing a vehicle, short-term help for car repairs, etc., improved BART and Caltrain transit connections, and more bicycle parking would help to improve their trip. The purpose of the trips varied between work, shopping, and medical, among others. Destinations ranged between San Mateo to the north and Palo Alto and Fremont to the south and east.

San Bruno

There were seven respondents who started their trip in San Bruno. Five of the seven respondents do not have personal access to a car. For the five who did not drive alone for their trip, trips were made via a combination of SamTrans, Muni, BART, and walking. Trips occurred mostly on weekdays and largely between 7am and 4pm. Respondents indicated that better bus stop amenities, free/low-cost transit tickets/passes, more night and weekend transit service, and improved bus connections and safety were ways to improve their trip. The purposes of the trips were primarily for medical and shopping reasons. Destinations included San Francisco, San Bruno, Millbrae, Daly City, and South San Francisco.

San Mateo

Of the 14 respondents who started their trip in San Mateo, nine respondents indicated they had no access to a vehicle. These respondents mainly rode SamTrans, walked, and got rides to make their trips. All trips except for one occurred on weekdays, and primarily between 7am and 4pm. Most of these trips occurred once a week or less. Respondents indicated that free or low-cost transit tickets/passes, short-term help for car needs, and better pedestrian facilities were ways to improve their trip. The purposes of the trips were primarily for medical and shopping reasons. Destinations included local trips within San Mateo, San Carlos, Belmont, and Palo Alto.

South San Francisco

Thirteen (13) respondents indicated they started their most difficult trip in South San Francisco. Only two of the respondents have access to a personal vehicle. For the other nine respondents, nine indicated they use SamTrans, five get a ride, and three take Muni, paratransit, or a taxi to reach their destination. The majority of trips occurred on weekdays between 7am and 4pm. Respondents indicated that free or low-cost transit tickets/passes, better bus stops, increased night and weekend

transit service, a dial-a-ride shuttle service for night and weekend travel, and improved bus connections to BART and Caltrain were suggested as top ways to improve their trips. Most respondents' trips included medical, work, and shopping destinations, located mainly in South San Francisco, along with a few destinations in San Francisco and Daly City.

The following tables show the survey responses regarding difficult trips. Although the survey takers were asked to record a single trip, many respondents recorded multiple difficult trips.

My most difficult trip is to...	Count	%
Work	37	25%
Taking Children to School/Daycare	9	6%
Getting myself to School	13	8%
Medical	49	33%
BART/Caltrain Station	18	12%
Grocery/Shopping	52	35%
Recreation/Social	23	15%
Other	22	14%
Number of People that Responded	148	

Where do you START this trip?	Count	%
Daly City	29	19%
South San Francisco	13	8%
Redwood City	21	14%
San Mateo	14	9%
San Bruno	7	4%
Other cities	41	28%
Number of People that Responded	147	

What is the DESTINATION for this trip?	Count	%
Daly City	21	15%
San Mateo	15	10%
Redwood City	17	12%
South San Francisco	11	8%
San Francisco	7	5%
San Carlos	6	4%
Fremont	6	4%
Other cities	26	18%
Number of People that Responded	140	

Survey takers were asked how they made their most difficult trip. Traveling by SamTrans, walking/using a wheelchair, getting a ride, or driving alone were the most frequently cited modes of travel for their difficult trip. Sixty-three respondents indicated that they rely on a combination of travel modes. The most common combination included walking/wheelchair and taking SamTrans.

Other common mode combinations cited were SamTrans with Muni, BART, Caltrain, or getting a ride.

How did you make the trip?	Count	%
Drive alone	33	22%
Get a ride	35	24%
SamTrans	76	52%
Muni	16	11%
VTA	2	1%
BART	16	11%
Caltrain	16	11%
Shuttle	5	3%
Paratransit	7	5%
Taxi	12	8%
Walk/Wheelchair	39	26%
Bicycle	8	5%
Number of People that Responded	147	

The most frequently indicated time that difficult trips took place was on weekdays between the hours of 7:01 am-4:00 pm. The majority of trips took 30 to 60 minutes to complete one way. Trips from 16 to 30 minutes and trips that took between 60 and 90 minutes were also common. When asked how often they made this trip, 35% responded 5 or more days per week, 34% responded once a week or less, and 32% responded 2-4 days per week.

When do you make this trip?	Count	%
Weekdays	115	22%
Weekends	46	31%
Between 7:01am-9:00am	61	41%
Between 9:01am-4:00pm	65	44%
Between 4:01pm-7:00pm	33	22%
Between 7:01pm-10:00pm	15	10%
Between 10:01pm-7:00am	9	6%
Number of People that Responded	147	

How long does it take you to make this trip one-way?	Count	%
15 minutes or less	25	17%
16 minutes – 30 minutes	41	28%
31 minutes – 60 minutes	56	38%
61 minutes – 90 minutes	28	19%
91 minutes – 120 minutes	12	8%
Longer than two hours	18	12%
Number of People that Responded	146	

How often do you make this trip?	Count	%
Once a week or less	49	34%
2-4 days per week	46	32%
5 or more days per week	51	35%
Number of People that Responded	144	

Lastly, survey takers were asked what improvements would help them make the trip easier. The majority selected a host of strategies but the most frequently indicated improvement was free or low-cost transit passes or tickets. The second most frequently indicated strategy was more night and weekend bus or train service, followed by better bus stops with improved lighting, benches, and shelters, and more bus service in riders' neighborhoods.

The table below shows total survey responses indicating how the respondents' difficult trips could be made easier.

How could this trip be easier for you to make?	Count	%
Free or low-cost transit passes or tickets	70	50%
More night and weekend bus or train service	46	33%
Better bus stops - lighting, benches, and shelters	42	30%
More bus service in my neighborhood	39	28%
A shuttle service I could call for rides during nights and weekends	31	22%
A low-cost loan to buy a car	28	20%
Improved bus connections to BART and / or Caltrain stations	24	17%
Short-term help to pay for car repairs, insurance, smog check, or emergency roadside service	23	16%
Easier ways to learn about transit service	23	16%
Better pedestrian facilities such as crosswalks, sidewalks and curbs	22	15%
Other	22	15%
Improved safety	20	14%
Transit information in another language besides English	15	10%
Safer routes for bicycling, such as dedicated lanes	13	9%
Help in finding a ride with other people for me and/or my children	12	8%
Loaner cars for job interviews or appointments	11	7%
More bicycle parking	9	6%
Number of People that Responded	139	

The following paragraphs further analyze the travel behaviors of the respondents that had indicated more night and weekend service would be beneficial for their trip.

Additional Transit Service on Nights and Weekends

There were 156 respondents to the survey and of these, 46 respondents (or about 30 percent) indicated that more night and weekend bus or train service would be beneficial in easing their trip. Only 26% of these respondents indicated that they had access to a vehicle.

In looking at the start-destination pairs, the difficult trips of highest frequency for those who asked for increased night and weekend service were local trips within Redwood City (four responses) and South San Francisco (four responses). Other pairs with greater than one recorded response include Daly City local, San Mateo local, and Menlo Park to Redwood City. This does not indicate a strong pattern of particularly difficult trips to make between cities, but does suggest that local service could be strengthened, as there are more local trips than inter-city travel.

Nineteen of the 46 respondents (41 percent) reported that their difficult trips occurred on the weekends, and 13 respondents (28 percent) (which could include those who took their trip on the weekend) also reported taking their trip at night between 7pm and 6am. This is compared to 29 percent taking these trips on the weekends and 15 percent of respondents who traveled between 7pm and 6am generally, meaning that those who want more night and weekend service are the ones traveling more often during these times. These trips typically did not last longer than 60 minutes (35 responses of trips less than 60 minutes), and most occurred at least twice to more than 5 times a week (36 responses).

In terms of the type of trips being made, there was no predominant trip choice for people making difficult trips on nights and weekends. There were at least 10 responses to work, medical, BART/Caltrain connection, shopping, and other types of trips. Of the other suggestions to improve their difficult trip, a majority of respondents also suggested improving bus stop amenities and offering free or low-cost transit passes/tickets as well.

Public Transit

Survey takers that use public transit were asked how often certain public transportation issues were a problem for them. A few issues that were most often indicated as always a problem included public transportation taking too long to make the trip, being too expensive, and not coming often or late enough. Transportation issues that were most often indicated as sometimes a problem included not being able to find or knowing where to look for public transit information, public transportation not coming often enough, having to make too many transfers, and the trip taking too long.

Transportation issues that were most often indicated as never a problem included public transportation information not available in the language they speak/read, difficulty getting to stops because of limited mobility or the stops being located too far from home/work, and not feeling safe or comfortable waiting at the transit stop.

How often are the following public transportation issues a problem?	Always	%	Sometimes	%	Never	%
I cannot find or do not know where to look for more information about public transit	12	12%	48	47%	42	41%
The cost of the fare is too high	40	42%	39	41%	16	17%
I have to make too many transfers	24	24%	46	45%	32	31%
It takes too long to make the trip	41	40%	45	44%	17	17%
Transit doesn't come often enough	31	30%	58	55%	16	15%
Transit doesn't run late enough	31	33%	42	45%	21	22%
Transit doesn't run early enough	19	19%	38	39%	41	42%
I have difficulty getting to my stop because I have limited mobility	16	17%	30	32%	48	51%
I have difficulty getting to my stop because it is too far from my home or work	18	17%	28	27%	57	55%
I do not feel safe waiting at my transit stop	10	10%	42	43%	45	46%
I do not feel comfortable waiting at my transit stop	13	13%	40	41%	45	46%
Public information is not available in the language I speak and read	9	9%	12	13%	75	78%

Demographics

Questions related to demographics were asked and included language, age, number of people in the household, and number of children under the age of 18. Responses are provided in the following tables.

English Spoken at Home	Count	%
Very Well	106	71%
Well	29	19%
Not Well	13	9%
Not at All	2	1%
Total Responses	150	100%

Age	Count	%
13-17	6	4%
18-29	21	14%
30-49	50	34%
50-64	35	23%
65 and over	37	25%
Total Responses	149	100%

Number of Children	Count	%
0	87	63%
1	24	17%
2	10	7%
3	12	9%
4	4	3%
5 or more	1	1%
Total responses	138	100%

Household Size	Count	%
1	44	31%
2	34	24%
3	21	15%
4	18	13%
5 or more	27	19%
Total responses	144	100%

Travel Mode

The travel mode questions included car ownership and primary mode of travel.

Access to Car	Count	%
Yes	44	30%
No	103	70%
Total responses	147	100%

Primary Mode	Count	%
Walking/Wheelchair	39	26%
Bicycling	8	5%
Bus	72	48%
BART	21	14%
Caltrain	27	18%
Shuttle	7	5%
Driving alone	31	21%
Carpooling/getting a ride from someone	26	17%
Total Number of People that Responded	148	

Transportation Solution Workshops

Four community workshops were held as part of the community outreach process for the Countywide Transportation Plan for Low-income Populations, where workshop participants identified transportation-related concerns and assisted with creating potential solutions during an open public dialogue. The workshops were held throughout the County in Redwood City, Daly City, San Mateo, and Half Moon Bay.

- Redwood City: Wednesday, July 13th, 5:30 – 8:30 pm at the Main Library
- Daly City: Thursday, July 14th, 5:30 – 8:30 pm at the War Memorial Community Center
- San Mateo: Saturday, July 16th, 1:00 – 4:00 pm at the Main Library
- Half Moon Bay: Friday, July 22nd, 1:00 – 4:00 pm at the Half Moon Village Lodge

The four meetings were held at two different times of the day to give participants a greater opportunity to fit the meeting into their schedules. The Redwood City and Daly City workshops were held in the evening and the San Mateo and Half Moon Bay workshops were held in the afternoon. Food (lunch or dinner), snacks and beverages were provided at each meeting. In addition, a \$25 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 a total of 84 participants.

Each workshop began with a large-group presentation that described the planning process, existing transportation services in the County, 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 to identify transportation issues and gaps. Participants were asked to talk about their own transportation needs, as well as the needs of their family members. Each participant response was recorded on flip-charts during the discussions.

Workshop participants divided into four to 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 interpretation and facilitation. To conclude the activity, representatives from each small group reported back to the larger group to share their group’s top ideas and solutions.

All the comments were compiled and consolidated into a list of transportation needs and solutions in section three. Detailed results from the transportation solution workshops are provided in the Workshop Summary in Appendix A.

The following is a summary of the workshop participants.

	Redwood City	Daly City	San Mateo	Half Moon Bay	TOTAL	%
Total Participants	21	14	21	28	84	100%
Alternate Language:						
Spanish	4		1		5	6%
Mandarin				17	17	20%
Cantonese		1			1	1%
Tagalog		1			1	1%
Total					24	29%
Disability:						
Vision			2		2	2%
Hearing	1	1	1		3	4%
Mobility	2		3		5	6%
Other			1		1	1%
Total					11	13%
Income:						
Below \$25k/yr	18	9	20	26	73	87%
\$25k-\$50k/yr	2	4		1	7	8%
\$50k-\$75k/yr	1				1	1%
unknown		1	1		2	2%
City of Residence:						
Atherton			1		1	1%
Belmont			1		1	1%
Colma			1		1	1%
Daly City		4	3	1	8	10%
East Palo Alto	3		1		4	5%
Half Moon Bay				24	24	29%
Menlo Park	6				6	7%
Pacifica			2	2	4	5%

	Redwood City	Daly City	San Mateo	Half Moon Bay	TOTAL	%
Palo Alto	2				2	2%
Redwood City	7		2		9	11%
San Bruno		2	2		4	5%
San Mateo	2		3		5	6%
South San Francisco		7	3		10	12%
Sunnyvale	1				1	1%
Age:						
13-17	1				1	1%
18-29	1	2	3		6	7%
30-49	11	5	6	2	24	29%
50-64	3	4	9	1	17	20%
65+	5	3	1	24	33	39%
Primary Mode:						
SamTrans Bus	9	7	10	21	47	56%
Paratransit	1		2	1	4	5%
Carpool	1		1		2	2%
BART	1				1	1%
Walking/Wheelchair	3		2	2	7	8%
Bicycling	3	1			4	5%
Caltrain			1		1	1%
Driving yourself	3	5	3	2	13	15%
Other Bus				1	1	1%

CBO Interviews

A total of 15 telephone interviews were conducted with 13 community-based organizations to provide insight on transportation gaps and barriers that affect their clients and help identify potential solutions. A set of 11 questions were asked which included the organizations' opinions on the transportation difficulties of their clients, transportation programs or incentives that would help, and the best outreach method to get information to their clients.

The CBO's interviewed service the low-income community in a variety of ways—ranging from health benefits, educational programs, and child care to services for the disabled, mentally ill, or homeless. Seven of the organizations offered transportation assistance in the form of private shuttle/van, discounted bus passes, taxi vouchers, donated cars, or low-cost car loan program. Most of the organizations reported that their clients got around mostly by car or public transportation. Most organizations cited the lack of education and information on public transit, cost, distance to bus stops, and infrequency of service to be the major obstacles for their clients to get around. Suggested solutions included discounted bus passes, free transfers, loan program for cars, funding for shuttles, more bus shelters, and more outreach and education. The organizations also offered advice that the best way to reach their clients would be to provide information where families would

normally visit, such as community centers, schools, churches, bus stops, and service centers. They also suggest sending direct flyers or mailers to the clients' homes and working with CBO staff and employers.

Appendix D provides an overview of the interview answers. Interviews were conducted with:

- African-American Community Health Advisory Committee
- BHRS Latino Collaborative
- Child Care Coordinating Council
- Commission on Disabilities
- County Board of Supervisor District 2
- County Board of Supervisor District 4
- Crane Place Apartments
- Health Plan of San Mateo
- Hospital Consortium
- Peninsula Family Service
- San Mateo County Community College District
- San Mateo County Office of Education
- Shelter Network

Presentations to CBOs

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 low-income people in the County. Outreach presentations about the Plan were made to the following community-based groups:

- Continuum of Care Committee: June 8, 2011 at 1:30pm
225-37th Avenue Room 100, San Mateo
- HICAP Counselors Training: June 21, 2011 at 11:45am
1710 S. Amphlett Blvd, San Mateo
- Childcare Coordinating Council: August 11, 2011 at 1:00pm
2121 S. El Camino Real Suite A-100, San Mateo

Telephone 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. 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. Approximately 125 calls were received during the outreach process, mostly from people calling to register for the workshops.

Project Website

A website was created to share information about the project and outreach activities online. The website contained information about the planning process, the online survey, a form for joining the mailing list, and information about the workshops. The project website received approximately 1,200 page views during the outreach period.

Press Releases

A press release was sent by SamTrans to local newspapers notifying the press of the 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 Belmont Patch on July 6, 2011.

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 Plan and request for comments will be mailed to this list.

3. COMMUNITY STATED TRANSPORTATION NEEDS AND SOLUTIONS

Transportation Needs and Solutions

This section provides a summary of community opinions of transportation needs and solutions as expressed during the outreach process. It is based on the recordings of the facilitators and scribes during the large and small-group sessions, including participant comments drawn on maps used during the sessions. Also included are individual responses from community members that were written on comment cards and returned after the workshops. Comments made in surveys, CBO interviews and through the hotline are also included.

The summary is organized into the following categories: Education/Information/Outreach, SamTrans, Caltrain/BART, Supplemental Transportation Services, Coordination among Transportation Providers, and Bicycle/Pedestrian Safety and Streetscape.

Initial 33 Stated Transportation Gaps and Needs and Solutions		Number of Comments			
		Transportation Solution Workshops		Resident Survey	Other
Education/Information/Outreach		Need	Solution	Need/Solution	Need/Solution
1	Residents need additional information about the Clipper card.	7	1	-	-
2	Residents need additional information and outreach about using transit, including schedule and system information and types of payment options.	4	8	23	3
3	Transit riders need more education on bus etiquette.	1	2	-	-

4	Seniors need more information/education on the transportation system.	1	5	-	-
5	Transit riders need transit information in other languages.	1	2	17	-
6	Transit riders need up-to-date information about changes in transportation services.	2	3	-	-
7	Promotion of multi-modal transportation options is needed.	1	13	-	-
Coordination among Transportation Providers					
8	Residents need consolidated system and schedule information to reduce confusion of traveling between different agency jurisdictions.	3	7	-	-
9	Residents need easier connections between transit agencies.	-	4	25	1
10	Residents need services with affordable rates for traveling long distances across several agency jurisdictions.	2	3	-	-
SamTrans					
11	Additional bus stop amenities including shelters and benches are needed.	3	34	44	1
12	Additional bus amenities on-board are needed.	-	19	1	-
13	Additional service is needed on early mornings, nights, weekends, and during special events.	2	23	35	2
14	Residents need additional bus/shuttle service, additional express buses.	1	17	50	3
15	Increased bus frequency, or larger carrying capacity is needed during peak hours.	2	5	6	-
16	Improved transfer timing and on-time performance is needed.	1	10	6	-
17	Improved bus driver training is needed.	-	25	-	-
18	Improved payment options and free bus transfers are needed to make transit more affordable.	24	29	83	6
19	Residents need improved system efficiency.	-	6	-	-
20	Residents need more transit options for those with special needs.	-	4	-	1
Caltrain/BART					
21	Additional special event, late night, and weekend services are needed.	6	3	46	-
22	Transit riders need increased safety at BART stations.	1	1	-	-
23	Station announcements on BART need to be communicated more clearly.	-	3	-	-
24	Residents need more affordable fares on BART.	2	-	2	-
Supplemental Transportation Services					
25	Residents need affordable transportation services such as taxi vouchers, car sharing, volunteer driver programs, carpool, and	-	10	82	3

	financial assistance programs for car ownership				
26	Residents need expanded shuttle services to popular destinations or smaller localized bus service.	2	14	-	-
Bicycles/Pedestrian Safety and Streetscape					
27	Residents need improved pedestrian safety when crossing streets.	3	22	21	-
28	The pedestrian network needs expansion and ongoing maintenance of sidewalks.	-	4	-	-
29	Additional sidewalk improvements are needed, including street trees, landscaping, lighting, widening sidewalks, and curb/ramp improvements to improve accessibility.	4	14	22	-
30	Residents need additional bicycling facilities and expanded bicycle network.	5	4	23	1
31	Residents need increased sense of security while walking.	-	5	-	-

The table below provides a list of community-stated solutions for each category. Solutions that were mentioned only once were discounted from this summary, unless they were chosen as a top solution in one or more of the small discussion groups, in which case they are marked with an asterisk. Within each category the solutions are ranked (High, Medium, or Low popularity) based on the number of times they were mentioned by workshop participants.

Appendix A contains an expanded listing of the community-stated solutions.

Solutions	Ranking
Education/Information/Outreach	
Provide more information on taxi vouchers, car loans, and assistance with car repairs (4).	M
Provide additional information about payment options, such as the Clipper card. (1)	L*
Inform people about Health Care Advantage and its taxi ride incentives (2).	L
Provide schedules and system information at every stop and on every bus (2).	L*
Provide more information about routes to SFO, SF (3).	L*
Provide more information to seniors on volunteer driver programs (3).	L*
Use newspapers and TV to educate about other modes, broadcast workshops (2).	L
Provide information in other languages such as Spanish and Russian (2).	L*
Coordination among Transportation Providers	
Consolidating transportation information into one schedule/map at stops (4).	M*
511 live person/call center program (2).	L*
Residents need transit passes that will work for all transit agencies for ease of use (universal pass) (2).	L
Better timed connections between transit agencies (3).	L
Free transfers between different services (2).	L*

SamTrans	
More seating at stops (7).	H*
Weatherproof shelters needed (10).	H*
Real time information at stops (9).	H
Later service (14). (Route 112*,120*,121*,294*, SF to Daly City*)	H*
Provide weekend service (10). (Route 294*)	H*
Bus connections needed (6). (5 th Ave to Woodside High School*, Seton Hospital and San Mateo Hospital from Half Moon Bay*)	H*
Additional services needed (7). (24 hour service*)	H*
Friendly/polite bus drivers needed (7).	H*
Driver training to help disabled and elderly (6).	H*
Retraining for bus drivers for politeness and knowledge of routes (8).	H*
Improved Redi-wheels service (5).	M*
Transfer program like Muni (4).	M*
Student discount rate (4).	M*
Senior discount pass (4).	M
Seatbelts on buses (4).	M
Racks for luggage, canes, walkers, carts, baskets, etc. (4).	M
Express service needed (4).	M
Emergency phone service at stops (2).	L**
Wifi/hand sanitizer/credit and debit card swipe on bus (1).	L*
Access to electric scooters on bus (1).	L*
Benches needed (2).	L
More bike racks (particularly on routes going to colleges, Route 274 (2).	L
Periodic security with cameras/monitoring on buses (2).	L
Additional service on Route 130 (2).	L
Provide early morning service (2). (5 th to Hillsdale on Route 290 or KX*)	L*
More frequent service on Route KX, 17 (2).	L*
Timed connections with Caltrain (2).	L
Schedule adjustments to make easier connections (2).	L
Empower bus drivers so riders feel safer in dangerous situations (3).	L*
Cheaper monthly pass (2).	L*
Summer youth pass (2).	L
All day/10 day pass (1).	L*
Low-income resident discount pass (2).	L
Summer pass for adults (2).	L
On demand transportation (1).	L*

Shuttles/Caltrain/BART	
Have local businesses/companies pay for shuttle services (5).	M*
Shuttle to Trader Joe's, downtown Redwood City, Downtown San Francisco to Hillsdale on El Camino Real, from train hubs to medical facilities and colleges (4).	M*
More night service on BART until 2 am (2).	L
Create shuttle service like Emeryville Roundabout (3).	L
Residents need more affordable fares on BART (2).	L*
BART station announcements communicated more clearly (1).	L*
Bicycle/Pedestrian and Streetscape	
Longer crosswalk times are needed (4).	M*
Flashing crosswalks are needed (5).	M*
More pedestrian overpasses, bulbouts, pedestrian islands (4).	M*
Crossing guards are needed near elementary schools (2).	L*
Lower speed limits and speed bumps need to be installed at Newbridge and Bellhaven Elementary School (2).	L
Bike share program (3).	L
More lighting (3)	L*
Better sidewalk conditions (2)	L
Install stop light at Oak Grove and Crane Street (1).	L*
Better landscaping (1).	L*
ADA accessible curbs by bus stops (3)	L*
Dedicated bike lanes on El Camino, Downtown San Mateo (3).	L
Emergency call boxes in high crime areas (2).	L
Decrease loitering (El Camino and Middlefield on 5th, under the bridge) (2).	L

Notes: () = number of times mentioned

2-3 times: Low

4-5 times: Medium

6+ times: High

4. DRAFT TRANSPORTATION STRATEGIES

Strategy 1. Expand existing programs and develop new programs to support mobility in areas and/or trips not well-served by public transit.

Objective: Provide supplemental transportation services to support a range of mobility options.

- Create programs such as volunteer ride and taxi vouchers.
- Loans to purchase a car, car repair, insurance, smog check, and emergency roadside service.
- Allow public use of existing employer shuttles at affordable rates.
- Plan and implement community shuttle programs.
- Provide shuttle service to Trader Joes, Downtown Redwood City, Downtown San Francisco to Hillsdale (on El Camino Real), and between major transit hubs and medical facilities and colleges.

Strategy 2. Assist people in finding out about how to use existing transit service.

Objective: Improve education, information and outreach related to transit.

- Provide education/ assistance about how to use public transit and the various payment options, including how to use Samtrans, BART, Caltrain, and Clipper.
- Work with the Human Services Agency, Health System, and other community-based organizations to disseminate information and outreach materials.
- Consolidate transportation information for different transit agencies and routes onto one schedule/map.
- Provide information in alternative languages.
- Increase public awareness of driver responsibilities and allowable actions.

Strategy 3. Improve transit stop amenities.

Objective: Provide *amenities* at transit stops to enhance comfort for transit users.

- Lighting, shelters and seating.
- Provide seating at bus stops, including Simme seats and benches.
- Provide schedules, maps, and real-time information displays.
- Consider an “adopt a shelter” program to provide ongoing maintenance.

Strategy 4. Improve SamTrans connections and service (operational transit improvements)

Objective: Provide enhancements to routes, schedules and hours of service.

- Provide evening/late-night service. Routes 112, 120, 121, 294, and SF to Daly City.
- Provide weekend service on Route 294.
- Improve bus connections, including 5th Avenue to Woodside High School, Seton Hospital, and San Mateo Hospital from Half Moon Bay.
- Improve connections between SamTrans and BART, Caltrain, VTA, and Muni.

Strategy 5. Improve pedestrian safety.

Objective: Provide improved access for pedestrians.

- Installation of pedestrian countdown signals.
- Provide additional crossing time for pedestrians.
- Provide flashing crosswalks.
- Provide traffic calming such as lower speed limits and speed humps surrounding schools, including Newbridge and Bellhaven elementary schools.
- Installation of new sidewalks
- Installation of street lighting
- Target low-income areas with high pedestrian activity.

Strategy 6. Improve bicycle safety and amenities.

Objective: Provide improved access for bicycles.

- Increase bicycle safety.
- Expand the bicycle network.
- Provide bicycle parking.

Strategy 7. Provide discounted fares for low-income transit users.

Objective: Improve the affordability of transit for low-income populations.

- Establish a discounted transit fare for low-income individuals (Consider a program similar to how MUNI administers its Lifeline discount).
- Provide a discounted transit pass program for college students.
- Provide a low-income universal pass.
- Provide free transit passes for affordable housing developments.
- Provide free transfers.
- Provide discounted transfers between agencies.

Strategy 8. Provide Free or Discounted Bicycles to Low-income Persons

Objective: Improve mobility by providing free or low-cost bicycles to low-income populations

- Create a bicycle donation program
- Partner with existing community organizations to collect and distribute bikes

San Mateo County Transportation Plan for Low-income Populations Outreach Summary Report APPENDIX

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Appendix A - Transportation Solution Workshops Summary

Introduction

Four community workshops were held as part of the community outreach process for the Countywide Transportation Plan for Low-income Populations, where workshop participants identified transportation-related concerns and assisted with creating potential solutions during an open public dialogue. The workshops were held in Redwood City, Daly City, San Mateo, and Half Moon Bay.

- Redwood City: Wednesday, July 13th, 5:30 – 8:30 pm at the Main Library
- Daly City: Thursday, July 14th, 5:30 – 8:30 pm at the War Memorial Community Center
- San Mateo: Saturday, July 16th, 1:00 – 4:00 pm at the Main Library
- Half Moon Bay: Friday, July 22nd, 1:00 – 4:00 pm at the Half Moon Village Lodge

The four meetings were held at two different times of the day to give participants a greater opportunity to fit the meeting into their schedules. The Redwood City and Daly City workshops were held in the evening and the San Mateo and Half Moon Bay workshops were held in the afternoon. Food (lunch or dinner), snacks and beverages were provided at each meeting. In addition, a \$25 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 21 participants at the Redwood City workshop, 14 participants at the Daly City workshop, 21 participants at the San Mateo workshop, and 28 at the Half Moon Bay workshop.

Each workshop began with a large-group presentation that described the planning process, existing transportation services in the County, 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 to identify transportation issues and gaps. Participants were asked to talk about their own transportation needs, as well as the needs of their family members. Each participant response was recorded on flip-charts during the discussions.

Workshop participants divided into four to 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 interpretation and facilitation. To conclude the activity, representatives from each small group reported back to the larger group to share their group's top ideas and solutions.

Transportation Needs and Solutions

This section provides a summary of community opinions of transportation needs and solutions as expressed during the workshops. It is based on the recordings of the facilitators and scribes during the large and small-group sessions, including participant comments drawn on maps used during the sessions. Also included are individual responses from community members that were written on comment cards and returned after the workshops.

The summary is organized into the following categories: Education/Information/Outreach, SamTrans, Shuttles/Caltrain/BART, Coordination among Transportation Providers, and Bicycle/Pedestrian and Streetscape.

Initial 33 Stated Transportation Gaps and Needs		Number of Comments	
		Transportation Solution Workshops	
Education/Information/Outreach		Need	Solution
1	Residents need additional information about the Clipper card.	7	1
2	Residents need education about bicycling safety.	1	-
3	Residents need additional information and outreach about using transit, including schedule and system information and types of payment options.	4	8
4	Transit riders need more education on bus etiquette.	1	2
5	Residents need more information about traveling by taxi, car sharing, and volunteer driver programs.	-	10
6	Seniors need more information/education on the transportation system.	1	5
7	Transit riders need transit information in other languages, especially on Caltrain/BART.	1	2
8	Transit riders need up-to-date information about changes in transportation services.	2	3
9	Residents need more exposure to multi-modal transportation options.	1	5
Coordination among Transportation Providers			
10	Residents need consolidated system and schedule information to reduce confusion of traveling between different agency jurisdictions.	3	7
11	Residents need easier connections between transit agencies.	-	4
12	Residents need services with affordable rates for traveling long distances across several agency jurisdictions.	2	3
SamTrans			
13	Additional bus stop amenities including shelters and benches are needed.	3	34
14	Additional bus amenities on-board are needed.	-	19
15	Additional service is needed on early mornings, nights, weekends, and during special events.	2	23

16	Residents need additional bus/shuttle service, additional express buses.	1	17
17	Increased bus frequency, or larger carrying capacity is needed during peak hours.	2	5
18	Improved transfer timing and on-time performance is needed.	1	10
19	Improved bus driver training is needed.	-	25
20	Improved payment options and free bus transfers are needed to make transit more affordable.	24	29
21	Residents need improved system efficiency.	-	6
22	Residents need more transit options for those with special needs.	-	4
Shuttles/Caltrain/BART			
23	Additional special event, late night, and weekend services are needed.	6	3
24	Residents need expanded shuttle services to popular destinations or smaller localized bus service.	2	14
25	Transit riders need increased safety at BART stations.	1	1
26	Promotion of multi-modal transportation options is needed.	-	8
27	Station announcements on BART need to be communicated more clearly.	-	3
28	Residents need more affordable Caltrain/BART/Redicoast fares.	3	-
Bicycles/Pedestrians and Streetscape			
29	Residents need improved pedestrian safety when crossing streets.	3	22
30	The pedestrian network needs expansion and ongoing maintenance of sidewalks.	-	4
31	Additional sidewalk improvements are needed, including street trees, landscaping, lighting, widening sidewalks, and curb/ramp improvements to improve accessibility.	4	14
32	Residents need additional bicycling facilities and expanded bicycle network.	5	4
33	Residents need increased sense of security while walking.	-	5

The section below provides a list of solutions for each identified gap or need. Statements marked with an asterisk indicates that the solution or need was chosen as a top priority in one or more of the small discussion groups.

Education/Information/Outreach

1. Residents need additional information about the Clipper card.*
 - Educate Walgreen’s employees about the Clipper card so they can answer questions.
2. Residents need education about bicycling safety.
3. Residents need additional information and outreach about using transit, including schedule and system information and types of payment options.*

- Provide schedules at every stop and on every bus (2).
 - Provide easily accessible information online.
 - Educate local businesses to provide transit information.
 - Provide more information about routes to SFO, SF (3).*
 - Sell senior passes at senior centers.
 - Hotline/dispatcher.
4. Transit riders need more education on bus etiquette.
 - Educate riders about rules and giving up seats to elderly/disabled.
 - Post rules on the buses.
 5. Residents need more information about traveling by taxi, car sharing, and volunteer driver programs.
 - Inform people about Health Care Advantage and its taxi ride incentives (2).
 - Provide more information on taxi vouchers, car loans, and assistance with car repairs (4).
 - Provide more information on car sharing programs.
 - Provide more information to seniors on volunteer driver programs (3).*
 6. Seniors need more information/education on the transportation system.
 - Inform seniors about Redi-wheels.
 - Provide mailing at senior centers/low income communities about transit information.
 - Institute a buddy system so that seniors can depend on someone to call when in trouble.
 - Brief seniors about transportation options at community/visitor meetings.
 - Hand out mobility packets to seniors at centers.
 7. Transit riders need transit information in other languages, especially on Caltrain/BART.*
 - Provide information in Russian and Spanish.
 - Broadcast TV advertisements for the Latino community.
 8. Transit riders need up-to-date information about changes in transportation services.
 - Better signage/communication for discontinued bus stops under construction.
 - Information about other transportation options when a certain service is delayed.
 - Texting for directions program.
 9. Residents need more exposure to multi-modal transportation options.
 - Use newspapers and TV to educate about other modes, broadcast workshops (2).
 - Outreach through NAAP and faith-based organizations to reach the community.
 - Find more creative funding (local employers, hospitals, etc.)*
 - Create a bus schedule/route guide with key destinations like Muni.

Coordination among Transportation Providers

10. Residents need consolidated system and schedule information to reduce confusion of traveling between different agency jurisdictions.
 - 511 live person/call center program (2).*
 - Consolidating transportation information into one schedule/map at stops (4).*

- Trip planning services at stations.
11. Residents need easier connections between transit agencies.
- Residents need transit passes that will work for all transit agencies for ease of use (universal pass) (2).
 - Better timed connections between transit agencies (3).
12. Residents need services with affordable rates for traveling long distances across several agency jurisdictions.
- One-day pass for all transportation.
 - Free transfers between different services (2).*

SamTrans

13. Additional bus stop amenities including shelters and benches are needed.
- Benches needed at the following locations (2):
 - Route 17 (Safeway and CVS)
 - Route 294 (W. Hillsdale and Edison)
 - More seating at shelters needed at the following locations (7)*:
 - Grand Ave. South San Francisco
 - Airport and Linden, South San Francisco
 - Route 294 (W. Hillsdale and Edison)
 - Fairfax and Greendale, South San Francisco
 - Weatherproof shelters needed at areas with senior citizens and the following locations (10)*:
 - Woodside and El Camino
 - Bay Road, Menlo Park
 - Newbridge bus station
 - W. Hillsdale and Edison
 - Daly City
 - Fairfax and Greendale, South San Francisco
 - Pacifica and Bayhill
 - More lighting.*
 - Emergency phone service at stops (2).*
 - Restrooms at bus stops.
 - ADA compliance at all bus stops.*
 - Real time information at each stop (9).
 - Include stations names and visible signs at important locations.
14. Additional bus amenities on-board are needed.
- More bike racks (particularly on routes going to colleges, Route 274) (2).
 - Seatbelts on buses (4).
 - Windows open for ventilation.
 - Racks for luggage, canes, walkers, carts, baskets, etc. (4)
 - TVs on buses.

- Wifi on buses/Credit/debit card swipe on bus/ Antibacterial wipes on bus.*
 - Bike lockers at stops.
 - Provide access to electric scooters on buses (farebox in the way).*
 - Periodic security with cameras/monitoring on buses (2).
15. Additional service is needed on early mornings, nights, weekends, and during special events.
- Route 130 (2).
 - Later service in (14):
 - Daly City
 - Route 112*/120*/121*/122/270/271/295/294*/141
 - entertainment areas
 - First and Mission in SF to top of hill in Daly City*
 - from Crane Place Apartments, San Mateo to Palo Alto
 - Provide weekend service in (10):
 - Route 270/271/295/133/294*/141
 - Half Moon Bay/Coastside cities to Hillsdale*
 - First and Mission
 - Provide early morning service at:
 - 5th to Hillsdale on Routes 290/KX*
16. Residents need additional bus/shuttle service, additional express buses.
- Express service needed at (4):
 - Route 296 to Redwood City
 - El Camino
 - Between North and South counties (coordinate with VTA)
 - Bus connections needed at (6):
 - Redwood City to Sandhill Rd
 - Millbrae to Hillsborough
 - Park n ride to College of San Mateo
 - 5th Ave to Woodside High School*
 - Direct service to Seton Hospital and San Mateo Hospital from Half Moon Bay*
 - Additional services needed at (7):
 - Fountain Glen Senior Community
 - Buri Buri Elementary (SSF)
 - Rural/suburban areas
 - Serramonte and Sunshine Gardens
 - 24 hour service from Financial District*
17. Increased bus frequency, or larger carrying capacity is needed during peak hours.
- Bigger bus for route to College of San Mateo.
 - Two buses for routes to Cañada college.
 - More frequent service on Route KX, 17 (2).

- Special storage for buses to medical facilities and colleges
18. Improved transfer timing and on-time performance is needed.*
- Not allowing doubling up/piggy-backing of different buses at same stop.
 - Better timing of pick up at schools.
 - Coordination between 390/391 (service comes at the same time).
 - Improved Redi-wheels service (5).
 - Timed connections with Caltrain (2).
 - Schedule adjustments to make easier connections (2).
19. Improved bus driver training is needed.
- Friendly/polite bus drivers needed (7).*
 - Driver training to help disabled and elderly (6).*
 - Bus ramps should be used without people having to ask.*
 - Retraining for bus drivers for politeness and knowledge of routes (8).*
 - Empower bus drivers so riders feel safer in dangerous situations (3).*
 - Train SamTrans employee to address complaints about drivers.
20. Improved payment options and free bus transfers are needed to make transit more affordable.*
- Route KX to City.
 - Incentives for frequent transit users, like a tax break.
 - Tokens or fare cards.
 - Cheaper service from East Palo Alto to Cañada college.
 - Affordable Redi-wheels service.
 - Cheaper monthly pass (2).*
 - Summer youth pass (2).
 - Low-income resident discount pass (2).
 - Teen discount pass.
 - Transfer program like Muni (4).*
 - Student discount rate (4).*
 - Summer pass for adults (2).
 - Multi-ride discount.
 - Transit free day once a month.
 - All day/10 day pass.*
 - Senior discount pass (4).
21. Residents need improved system efficiency.
- Efficiency deadheading.
 - Use smaller buses on routes with less riders.
 - Use smaller buses or shuttles for students.
 - Address service cuts in an innovative way.
 - Have those who plan the bus routes, ride the bus routes.

- Have a centralized connection point/terminal.
22. Residents need more transit options for those with special needs.
- Transportation service like “Silver Rides” for seniors.
 - Mobility impaired only buses.
 - On-demand transportation.*
 - Providing courtesy services to mothers and children.

Shuttles/Caltrain/BART

23. Additional special event, late night, and weekend services are needed.
- More night service on BART until 2am (2).
 - 24 hour service from Financial District.
24. Residents need expanded shuttle services to popular destinations or smaller localized bus service.*
- Half Moon Bay shuttles to colleges.
 - Create shuttle service like Emeryville Roundabout (3).
 - Weekend shuttle service.
 - Have local businesses/companies pay for shuttle services (5).*
 - Shuttle to Trader Joe’s, downtown Redwood City, Downtown San Francisco to Hillsdale on El Camino Real, from train hubs to medical facilities and colleges (4).*
25. Transit riders need increased safety at BART stations.
- Better lighting, call box for emergencies.
26. Promotion of multi-modal transportation options is needed.
- Bike share program (3).
 - Allow hybrids in HOV lanes.
 - Bike-to-work day.
 - Vanpool program.
 - Rent-a-car program (renting someone’s personal car for a fee).
 - Develop more Transit Oriented Developments (TOD).
27. Station announcements on BART need to be communicated more clearly.*
- Have louder announcements.
 - Make sure to announce every stop.
 - Install visual scrolling announcements.
28. Residents need more affordable Caltrain/BART/Redicoast fares (3).*

Bicycle/Pedestrian and Streetscape

29. Residents need improved pedestrian safety when crossing streets.
- Longer crosswalk times are needed at (4)*:
 - Oyster Point and Dubois
 - El Camino

- Westlake and Mission
 - Flashing crosswalks are needed at (5)*:
 - Bellhaven elementary
 - Near stations/stops
 - Crossing guards are needed near elementary schools and (2)*:
 - Mission and San Pedro
 - John Daly Blvd
 - More pedestrian overpasses, bulbouts, pedestrian islands (4).*
 - Lower speed limits and speed bumps need to be installed at Newbridge and Bellhaven Elementary School (2).
 - Install stop light at Oak Grove and Crane Street.*
 - Paint crosswalk lines at every intersection with stop sign.
 - Increase drivers' awareness of pedestrians (across from Palo Alto Medical Center).
 - Better line of sight for left turning cars (Clark and Myrtle).
30. The pedestrian network needs expansion and ongoing maintenance of sidewalks.
- Maintain sidewalks in Downtown Half Moon Bay
 - Fix potholes on sidewalk (Price St, Daly City).
 - More pedestrian sidewalks (Broadway, Redwood City).
 - Improve drainage on Crane Street.
31. Additional sidewalk improvements are needed, including street trees, landscaping, lighting, widening sidewalks, and curb/ramp improvements to improve accessibility.
- Maintain and provide lighting near pedestrian areas (South City, Airport and Linden)
 - Wider sidewalk and clearing hedges (89th St.)
 - More lighting (3)
 - El Camino and 5th St
 - El Camino Real in Colma
 - Half Moon Bay
 - Better landscaping (El Camino and Middlefield).*
 - Better sidewalk conditions (2)
 - Crane Street – Menlo Park
 - Belmont Shelter Creek and San Bruno Ave
 - ADA accessible curbs by bus stops (3)*
 - Make yellow domes/curbcuts less steep for wheelchairs
 - Make ramp less steep at Kelly St. near downtown
 - Trees blocking bus signage (Gillert and West Borough)
 - Clear sidewalks of impediments for wheelchairs/scooters
 - Slow traffic, widen sidewalks, increase landscaping on El Camino
32. Residents need additional bicycling facilities and expanded bicycle network.
- Dedicated bike lanes on El Camino, Downtown San Mateo (3).

- More bike racks (Hamilton and Chilco and Bellhaven Elementary)
33. Residents need increased sense of security while walking.
- Emergency call boxes in high crime areas (2).
 - Decrease loitering (El Camino and Middlefield on 5th, under the bridge) (2).
 - Less panhandling at stops

WORKSHOP EVALUATIONS

Transportation Solutions Workshop Attendee Evaluation Summary

Transportation Solutions workshops were asked to submit a voluntary evaluation form following each of the workshops. Of the 84 workshop participants, 62 returned evaluation forms. This section presents the results of the returned evaluation forms.

Table 1: Number of Evaluation Forms Submitted by Location

Half Moon Bay	San Mateo	Redwood City	Daly City	Total
17	16	19	10	62

The majority of workshop attendants found the workshops to be “very useful”, especially participants at the San Mateo and Redwood City workshops. Approximately 88% of San Mateo attendees and 84% of Redwood City attendees felt the discussion they had during the workshop was very useful.

Table 2: How useful was today’s discussion in helping you think about transportation issues and potential solutions?

	Half Moon Bay		San Mateo		Redwood City		Daly City		Total	
Very useful	7	41%	14	88%	16	84%	6	60%	43	69%
Somewhat useful	4	24%	1	6%	1	5%	2	20%	8	13%
Only a little useful	0	0%	1	6%	0	0%	1	10%	2	3%
Not at all useful	0	0%	0	0%	0	0%	0	0%	0	0%
No response	6	35%	0	0%	2	11%	1	10%	9	15%

Nearly 40% of respondents indicated that they had talked about transportation issues “very often” with family or friends in the past 5 years. Approximately 29% of respondents indicated that they had talked about transportation issues “now or then”.

Table 3: How often, if ever, have you talked about transportation issues with family or friends in the past 5 years?

	Half Moon Bay		San Mateo		Redwood City		Daly City		Total	
Very often	6	35%	9	56%	6	32%	3	30%	24	39%
Now or then	2	12%	4	25%	8	42%	4	40%	18	29%
Only a few times	2	12%	2	13%	2	11%	2	20%	8	13%
Never	1	6%	1	6%	1	5%	0	0%	3	5%
No response	6	35%	0	0%	2	11%	1	10%	9	15%

Approximately 70% of respondents felt that they were able to fully share their ideas and concerns related to transportation during the workshop. Nearly 80-85% of participants from San Mateo, Redwood City, and Daly City all indicated that they were able to fully share their ideas. Over 45% of participants from Half Moon Bay did not respond to this question, resulting in only 41% of Half Moon Bay attendees who said they were able to fully share their ideas and concerns.

Table 4: Do you feel you were able to fully share your ideas/concerns related to transportation during this workshop?

	Half Moon Bay		San Mateo		Redwood City		Daly City		Total	
Yes	7	41%	13	81%	16	84%	8	80%	44	71%
Somewhat, but more time preferred	2	12%	2	13%	1	5%	1	10%	6	10%
Not at all, more time was needed	0	0%	1	6%	0	0%	0	0%	1	2%
Don't know	0	0%	0	0%	0	0%	0	0%	0	0%
No response	8	47%	0	0%	2	11%	1	10%	11	18%

Approximately 60% of respondents had not participated in a community planning process before and nearly 20% have previously participated in such a process.

Table 5: Have you ever participated in a community planning/input process in the past?

	Half Moon Bay		San Mateo		Redwood City		Daly City		Total	
Yes	4	24%	1	6%	5	26%	2	20%	12	19%
No	7	41%	11	69%	12	63%	7	70%	37	60%
No response	6	35%	4	25%	2	11%	1	10%	13	21%

Participants were asked why they decided to attend the workshops. Many people came because they wanted to share their ideas, while many others came to learn more about the transportation system. Only few listed the financial incentive as their main purpose for attending. Below is a list of their comments directly transcribed from the evaluation forms.

Half Moon Bay

- Transportation to SMC
- It's very important for us
- I concern more Way ride transfer 3 times or ect
- I don't own a car
- Help low income individuals, discuss better transportation needs and to share my ideas
- For information and financial incentive
- For info on Caltrain
- Trans. Very important for seniors in HMB
- I would like to see changes in SamTrans and San Mateo County transport to make it faster and more affordable

San Mateo

- To contribute to transit planning
- To learn about the transportation program
- Wanted to say some things, liked the idea
- Wanted to discuss issues re. bus trans. For myself and other people especially seniors who are in great need
- Invited through email after filling out a questionnaire
- To hopefully give my impact on transportation issues
- To provide feedback on my experience with transportation in the Bay Area
- Drove
- To find out more about public trans
- Have more information
- Personally I take public transportation by all means and I'm grateful there's public transportation available and my input
- Jackie told me and I needed to know more about transportation
- To find out solutions to my transportation problem
- \$
- Input
- Wanted to give ideas

Redwood City

- I believe in public transportation
- Concerns about public trans
- Needs and transportation problems
- Gift card
- I wanted to say some of the needs here in RWC
- To get feedback and give feedback on transportation
- Heard about transit talks for seniors
- Concern for my residents and their ability to access dependable transportation
- Was asked to come
- I wanted to get new ideas on how to make my public transit experience better
- Wanted to express my feelings and thoughts
- To voice my opinion

Daly City

- To learn how to use SamTrans
- Want to have better bus services
- Give my input
- Public trans and need lower prices
- To get more info, and learn about what's out there

- Needed to know more about options about transportation
- To learn more about transportation in daly city san mateo
- Info
- To see what can be done to improve the public transportation

Participants were also asked what topics they would have liked to have discussed. Many felt that all the topics that they wanted to talk about were covered in the workshops. Others had specific questions that could not be answered. A few individuals wished to talk more about safety and bus stops. Below is a list of their comments directly transcribed from the evaluation forms.

Half Moon Bay

- All have been discussed
- About fare change long ride we need transfer to continue ride
- Rediwheels for temporary disabilities unknown to most
- Percentage of gas company profits should go towards public transportation needs
- Riding the train- will it take scooter
- I would have liked more time to discuss possible solutions to problems - Also, I would liked more info on how results of workshop will be used

San Mateo

- BART
- More female transportation drivers in general across the board
- Budget cuts, etc
- How to effect better coordination. And cost structures between bay area public transportation agency
- Anything dealing with the topics
- Safety
- All were covered
- All was talking about
- Bus safety

Redwood City

- We covered them
- Yes
- Yes
- All was covered
- It's a big enough topic, many issues covered
- I discussed everything I wanted to today
- More on cooperations

Daly City

- More seats and shelters at bus stops
- Why Caltrain can't have station in San Jose

- All covered
- Bus stops and friendly bus drivers
- Clipper cards, longer evening stops, frequent stops
- I feel it was all covered

Approximately 77% said they would attend future workshops on the topics that were presented and 2% said no. Nearly 85-90% of participants from San Mateo, Redwood City, and Daly City said that they would attend future similar workshops.

Table 6: Would you attend future workshops on the topics presented at today’s forum?

	Half Moon Bay		San Mateo		Redwood City		Daly City		Total	
Yes	9	53%	14	88%	16	84%	9	90%	48	77%
No	1	6%	0	0%	0	0%	0	0%	1	2%
No response	7	41%	2	13%	3	16%	1	10%	13	21%

Participants were also asked to list a few specific topics to cover in future workshops. Suggested topics included shuttle service, costs, and changes in the transportation system. Below is a list of their comments directly transcribed from the evaluation forms.

Half Moon Bay

- Commuter shuttles run more frequently
- Cost of transportation, transportation and green environment, senior transportation, transportation budget for the commuter
- How I can ride and the cost to me
- Various additions/changes in transportation SamTrans and others incl. Caltrain
- Shuttle service, increasing service frequency. Replace large buses with smaller more frequent buses

San Mateo

- Shuttles, need more and more frequency
- Access, scheduling, costs
- Cost and possibility of transfer
- Any relating to public trans
- Transportation and BART

Redwood City

- Same
- Improvements in transportation
- Transportation
- Traffic, low income housing
- Transit service as without car

- Transit accessibility specifically for seniors and physically challenged people

Daly City

- More trans stops
- Buses, walking, bart
- Seats, bus stops, more buses late and earlier
- Have they done anything since the last workshop
- Housing, transportation, college and education
- Yes to hear how changes are made

Finally participants were also asked to rate certain aspects of the workshop from Excellent to Poor. Aspects included the agenda, presentation, small group session, handouts and maps, and the overall experience. The majority of participants from all workshops felt that the overall experience was excellent.

Table 7: Half Moon Bay Workshop Rating

	Half Moon Bay			
	Excellent	Good	OK	Poor
Agenda	4	2	1	0
Presentation	5	1	1	0
Small Group Session	1	5	0	1
Handouts, Maps	3	2	1	1
Overall Experience	4	2	1	0

No Response	10
Answered	7
Total	17

Table 8: San Mateo Workshop Rating

	San Mateo			
	Excellent	Good	OK	Poor
Agenda	14	1	1	0
Presentation	12	3	1	0
Small Group Session	11	2	2	1
Handouts, Maps	12	2	1	0
Overall Experience	11	3	1	0

No Response	0
Answered	16
Total	16

Table 9: Redwood City Workshop Rating

	Redwood City			
	Excellent	Good	OK	Poor
Agenda	13	2	0	0
Presentation	15	2	0	0
Small Group Session	16	0	0	0
Handouts, Maps	13	2	1	0
Overall Experience	15	1	0	0

No Response	4
Answered	15
Total	19

Table 10: Daly City Workshop Rating

	Daly City			
	Excellent	Good	OK	Poor
Agenda	9	0	0	0
Presentation	9	0	0	0
Small Group Session	9	0	0	0
Handouts, Maps	7	2	0	0
Overall Experience	9	0	0	0

No Response	1
Answered	9
Total	10

Below are general comments shared by the participants on what they liked most or least about the workshops. Most of the comments were positive, complimenting the staff, food, and presentation. A few individuals felt that the small group sessions were too loud and had trouble hearing people talk.

Half Moon Bay

- Liked most the opportunity for everyone to give their opinion and liked introduction least because too long
- Well organized agenda, precise presentation, everyone shared their opinions, good to know our input counts
- Small group session too loud could not hear much

- Alternate transportation considered /Caltrans/BART least some ideas/ perhaps mine/ irrelevant
- Presentation could have been a little bit more detailed and less general. The small session was too short. Not enough time to problem solve. No info on community shuttles were included.

San Mateo

- The staff was very professional, organized and friendly. And good food for us.
- Good presentation and good feedback
- An opportunity to listen and learn about the community at large
- Excellent job overall
- Very good topic on public transportation. Great speakers. Nice idea. Helpful maps/handouts. Thank you very much for everything
- Very organized very professional great participation from all, perfect handouts/maps, very much worth my time

Redwood City

- Liked most the interaction between people and ideas, suggestions and solutions offered
- Liked knowledge gained by others

Daly City

- Very organized, but difficulty hearing at times
- Group facilitators were great
- Loved it lots
- SamTrans is a blessing. Thank you
- Nice group of people a lot of useful information

The evaluation form concluded with a few questions on how they heard about the workshop, how would they categorize themselves as a transportation user, and their primary mode of travel.

Most participants heard about the workshop through flyers posted in the community or through a friend, colleague, or relative. Only a few people heard of the workshop by email, flyer on internet, survey, community group, word of mouth, or other. It may be interesting to note that San Mateo had more participants hear about the workshop from a friend, colleague or relative. However, the use of flyers posted in the community seemed to be the most effective method of communicating to the community about the workshops.

Table 11: How did you hear about today’s workshop?

	Half Moon Bay	San Mateo	Redwood City	Daly City	Total
Email	1	0	1	0	2
Flyer posted in Community	8	4	7	3	22
Flyer on Internet	0	0	1	0	1
Survey	0	1	2	0	3
Word of Mouth	0	2	1	2	5
Community Group	0	0	1	1	2
Friend, Colleague or Relative	1	6	3	2	12
Other	1	2	1	1	5
No response	7	1	3	2	13

*participants were allowed to select all methods that applied

Participants indicated that they were students, seniors, head of households, parents, residents, community leaders, and/or business owners. Many of the participants self-identified as seniors and residents.

Table 12: I am a:

	Half Moon Bay	San Mateo	Redwood City	Daly City	Total
Student	1	1	3	4	9
Senior	9	3	6	1	19
Head of Household	1	4	3	6	14
Parent	0	4	0	6	10
Resident	2	11	5	7	25
Community Leader	1	0	0	0	1
Business Owner	0	0	3	1	4
No response	7	0	2	1	10

*participants were allowed to select all methods that applied

Participants indicated that they travel primarily by public transit or car. Of the respondents that answered the question, the results show that participants from San Mateo use public transit as their primary mode of travel, while Daly City participants use the car as their primary mode of travel.

Table 13: I travel primarily by:

	Half Moon Bay	San Mateo	Redwood City	Daly City	Total
Public Transit	3	9	5	1	18
Car	3	1	3	4	11
Foot	0	0	0	0	0
Bike	0	0	1	0	1
Other	1	1	0	0	2
No response	8	1	6	1	16

*14 answers were discounted because they chose multiple modes

WORKSHOP FLYER

The workshop flier was distributed in English (shown below) and Spanish to all of the locations where surveys were distributed. In addition, a few other locations were chosen that cater to low income clients, such as churches that host meal programs.

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 of the County's low-income residents. **Your input is important for a successful plan!**







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

<p>WORKSHOP #1 - South County Wednesday, July 13th, 5:30pm - 8:30pm Redwood City <i>Dinner will be served!</i></p>	<p>WORKSHOP #2 - North County Thursday, July 14th, 5:30pm - 8:30pm Daly City <i>Dinner will be served!</i></p>
<p>WORKSHOP #3 - Mid County Saturday, July 16th, 1:00pm - 4:00pm San Mateo <i>Lunch will be served!</i></p>	<p>WORKSHOP #4 - Coastsides Friday, July 22nd, 1:00pm - 4:00pm Half Moon Bay <i>Lunch will be served!</i></p>

Receive \$25 for attending!

You must register in advance
To register or for more information, go to:
www.smclowincometransportationplan.com
or call our hotline: (650) 762-8201

Exact workshop locations will be given upon registration. All locations are transit accessible.

參加中文問卷調查, 請致電 650-508-6215 Para mas informacion o para registrarte por una taller for favor lláme (650) 508-7968
 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

The following table contains the workshop participant responses that were recorded on large notepads during the large group discussion of transportation gaps and needs, as well as the small group discussions of potential solutions.

Gaps & Needs	Potential Solutions
Education/Information/Outreach	
<ul style="list-style-type: none"> • More information about the Clipper Card and how to use it • Coordination between transportation services • More information about bus passes • More information on discounted passes • Where to get passes • Education about biking on streets • Educating Walgreen's employees about the Clipper card • Education geared towards helping older people understand transportation system • Information in Russian • More information about routes at SFO • Information in Spanish at Caltrain & BART • More timetables at Caltrain • Bus rules posted on the bus • Schedules at every stop and on every bus • Easily accessible schedule info online • Courtesy phone at bus stops • Better signage/communication for discontinued bus stops under construction • More information on cab vouchers and car loans • Information on Zip Car/car share programs • Educating people on bus etiquette • SamTrans employee neutrality to complaints about drivers • Education about Redi-wheels 	<ul style="list-style-type: none"> • Community workshops on TV • Mobility ambassador program- model Care Advantage • Texting for directions program • Educate riders about rules and giving up seats to elderly/disabled • Create a bus schedule/route guide with key destinations like Muni • More advertisement to encourage transportation • TV advertisements for Latino community • Advertise through NAAP & faith-based organizations • Find more creative funding (Local employers, Hospitals, etc.) • Advertisements through the Newspaper and TV • Inform people about Health Care Advantage (taxi ride incentives) • Bus information in multiple languages • Have local businesses provide transit information • Include bus information at all stops
Coordination with other agencies	
<ul style="list-style-type: none"> • Cheaper fare • More services to and from SF • Better connection between transit agencies • Live person information assistance • Universal transit pass • Extend VTA lightrail to San Mateo County • One day pass for all transportation • Allow schools to provide discount for half month that students aren't in school 	<ul style="list-style-type: none"> • Consolidating transportation information into one schedule/map at stops • Free transfers between different services • Combine all services into one • 511 Liveperson/call center program • Have transportation agencies integrate info • Universal transit pass • Trip planning at stations
SamTrans	
<ul style="list-style-type: none"> • Seatbelts on buses • Windows open for ventilation 	<ul style="list-style-type: none"> • Summer youth pass • Low-income resident discount pass

<ul style="list-style-type: none"> • More stops in locations with senior citizens • Late night services (1st & Mission to Top of the Hill) • More lighting • More bike racks • More seating at shelters (Grand Ave, SSF- 2) • Shelter & seating (Fairfax & Greendale in SSF) • Monthly pass too expensive at one time • More affordable bus fare • Friendly/polite bus drivers • More early morning & night weekend services (Route 130) • Later bus service (Daly City) • More bus service (Serramonte & Sunshine Gardens) • Later bus service and more for special events (Route 120) • Later bus service (Route 112) • Real-time info at each stop • More bus shelters in Daly City • More late night service • More bus service in rural/suburban areas • Better frequency & weekend/late night service (Route 141) • More frequent service • Late night and weekend service (Routes 270//271/295) • Express service between North & South Counties • Improved Redi-wheels service • Coordination between 390/391 (service comes at the same time) • Efficiency deadheading • Later bus service from Crane Place Apartments (Menlo Park) to Palo Alto • Racks for luggage, canes, walkers, carts, baskets, etc. • Special storage for buses to medical facilities & colleges • ADA compliance at all bus stops • Driver training to help disabled & elderly • Bus ramps should be used without people having to ask • More morning service (Routes 290 & KX, especially to 5th & Hillsdale) • Bike Racks on routes to colleges (Route 274) • Direct service from 5th Ave. to Woodside High School • Bus shelter (Woodside Rd. & El Camino) • Weekend bus service to Half Moon Bay & Coastside cities • Bike lockers at stops • Information in Spanish 	<ul style="list-style-type: none"> • Teen discount pass • Transfer program like Muni • Volunteer driver program • Use smaller buses on routes w/ less riders • Retraining for bus drivers for politeness & knowledge of routes • Student discount rate • Summer pass for adults • Multi-ride discount • Transit free day once a month • Mobility impaired only buses • Increase frequency of buses • Shuttles/small buses for students • Real-time information at stops • Incentives for frequent transit users • Better shaded shelters for weather conditions • More seating at bus stops • 24 hour bus service • All day/10 day pass • Bigger buses when schools get out • Hotline/dispatcher • Introduce more simiseats at stops • Cameras/monitoring on buses • Empower bus drivers so riders feel safer in dangerous situations • Free transfer • Weekend service from HMB to Hillsdale • Emergency phone service at stops • Addressing service cuts in an innovative way • Have those who plan the bus routes ride the bus routes • Schedule adjustments to make easier connections • Centralized connection point/terminal • Improve punctuality • Include station names & visible signs at important locations • Restrooms at bus stops
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- Affordable Redi-wheels service
- Connection from RWC to Sandhill Road
- Bus shelters (Bay Road, Menlo Park)
- Two buses for routes to Canada college- overcrowded
- Express service to RWC (Route 296)
- Timed connections with Caltrain
- Cheaper service from East Palo Alto to Canada College
- Free transfers
- Tokens or fare cards
- Bigger bus for route to College of San Mateo
- Park and ride to College of San Mateo
- Shelters (Newbridge bus station)
- TV's on buses
- Periodic security
- Wifi on Buses
- Increase express bus service
- Tax break from public transit users
- Credit/debit card swipe on bus
- Antibacterial wipes on bus
- Increased service to Buri Buri Elementary (SSF)
- Better timing of pick up at schools
- Add evening routes to entertainment areas
- More evening service (Route 121 & 122)
- Not allowing doubling up/piggy-backing of different buses at same stop
- Providing courtesy services to mothers & children
- More seating (South City, Airport & Linden)
- Add weekend service (Route 133)
- Enhance transit area (Pacifica & Bayhill)
- Match need frequency with service
- Bus connection from Millbrae to Hillsborough
- Extend service for special events
- 24hr service from the Financial District
- Express service on El Camino
- Provide weekend service from HMB to Hillsdale
- Evening and weekend service for Route 294
- Direct service to Seton Hospital & San Mateo Hospital from HMB
- Provide access for electric scooters on buses (farebox is in the way)
- Too expensive to the City (Route KX)
- More frequent service (Route 17)
- A bench at W. Hillsdale & Edison (Route 294)
- Move bus stop to Edison & W. Hillsdale (Closer to transfer 292, 250, KX)
- More frequent service (Route KX)
- Bench stop near Safeway & CVS (Route 17)

Shuttles/BART/Caltrain/Other modes

<ul style="list-style-type: none"> • Visual announcements on BART • Better info about getting to SFO on BART • Can't hear announcements on BART • Announcements at each stop on BART • More affordable fare on BART • Shuttles within downtown RWC • More night service on BART • Increased safety at BART stations • Shuttles from train hubs to medical facilities & colleges • Smaller, more localized bus service • Shuttle to Trader Joe's • Reduced Caltrain fare for one stop • More parking at RWC Caltrain station • Assistance with car repairs • Shuttle from Downtown SF to Hillsdale on El Camino Real • Extend service for special events • Extend BART service until 2am • 24hr service from the Financial District • More affordable Redi-Coast service • More information about BART parking rules 	<ul style="list-style-type: none"> • Increasing safety- better lighting, call box for emergency at BART • Have local businesses/companies pay for shuttle services • Bike share program • Weekend shuttle service • Allow hybrids in HOV lanes • Bike to work day • Vanpool Program • Individuals rent car to someone program • Taxi vouchers for emergency trips • 49ers Stadium could model Giants stadium transportation system • Follow-up with mobility ambassadors • Pass out senior mobility packet to centers • Create shuttle service like Emeryville Roundabout • HMB Shuttle to colleges • Shuttle for popular destinations
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Streetscape

<ul style="list-style-type: none"> • More time to cross the street • Less panhandling at stops • Lighted crosswalks • Dangerous crosswalk (John Daly Blvd.) • Better biking conditions on streets • Trees blocking bus signage (Gillert & West Borough) • Safety/lighting issues (El Camino Real in Colma) • Bike lanes parallel to El Camino Real • Better sidewalk conditions (Belmont Shelter Creek & San Bruno Ave.) • Yellow domes/curbcuts too steep for wheelchairs • Better sidewalk conditions (Crane Street- Menlo Park) • Improve drainage on Crane Street • Put in stoplight (Oak Grove & Crane Street) • Crosswalk lines at every intersection with a stop sign • Speed bumps (Newbridge & Bellhaven Elementary School) • Lower speed limit (Bellhaven Elementary) • Flashing crosswalks (Bellhaven Elementary) • More bike racks (Hamilton & Chilco and Bellhaven Elementary) • Better landscaping (El Camino & Middlefield) • Decrease loitering (El Camino & Middlefield on 5th, under the bridge) • More lighting (El Camino & 5th St. intersection) • More street lights in general • Make El Camino less dangerous • More pedestrian crosswalks (Broadway, Redwood 	<ul style="list-style-type: none"> • More bike lanes • Pedestrian overpasses • Bulbouts to slow traffic • Flashing lights at crosswalks (especially near stations/stops) • Emergency call boxes in high crime areas • Better sight line for left turning cars (Clark & Myrtle) • Dedicated bike lanes on El Camino • More bike racks • Complete sidewalks • Crossing guards near elementary schools • ADA accessible curbs by bus stops • Add pedestrian islands • Full time crossing guard (Mission & San Pedro) • Slow traffic, widen sidewalks, increase landscaping (El Camino) • Clear sidewalks of impediments for wheelchairs/scooters • Additional street lights in HMB
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<p>City)</p> <ul style="list-style-type: none"> • Dangerous biking in Downtown San Mateo • Safer bike routes in general • Safer crosswalks • Longer crosswalk time (Westlake & Mission) • Longer crosswalk time (El Camino) • Developing more TOD • Sidwalk widening • Longer crosswalk time (Oyster Pt. & Dubois) • Fix potholes on sidewalk (Price st., Daly City) • Wider sidewalk & clearing hedges (89th St.) • Increasing drivers awareness of pedestrians (Across from Palo Alto Med. Center) • Maintain and provide lighting near pedestrian areas (South City, Airport & Linden) • Maintain sidewalks in Downtown Half Moon Bay • Ramp is too steep (Kelly St. near downtown) • More visible median lines (Route 280 & 292) 	
Seniors	
<ul style="list-style-type: none"> • Make fare more affordable • More accessbile service • Bus service for Fountain Glen Senior Community • Vans/shuttles in residential areas 	<ul style="list-style-type: none"> • Free transfers • On-demand transportation • Senior discount pass • Model 'silver rides' transportation service • Service like Care Advantage- 50 rides for free thru Health Care Plan • Volunteer driver program • Brief seniors about transportation options at community/visitor meetings • Institute a buddy system so that they can depend on someone to call when in trouble • Sell senior passes at senior centers/complex's • Taxi voucher for those living in rural areas • Provide mailing at senior centers/low income communities about transit info

Appendix B - Resident Travel Survey Results

DEMOGRAPHICS

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

- **Language:** Approximately 71% of survey takers indicated that they spoke English “very well” at home, 19% indicated that they spoke English “well” at home, and 9% indicated that they spoke English “not well” at home. The remaining 1% did not speak English at all at home.

English Spoken at Home	Count	%
Very Well	106	71%
Well	29	19%
Not Well	13	9%
Not at All	2	1%
Total Responses	150	100%

- **Age:** The majority of survey takers were over 30 years old; about 34% were between the ages of 30 to 49, approximately 23% were between the ages of 50 to 64, and 25% of survey takers were over the age of 65.

Age	Count	%
Under 13	0	0%
13-17	6	4%
18-29	21	14%
30-49	50	34%
50-64	35	23%
65 and over	37	25%
Total Responses	149	100%

- **Children:** Approximately 37% of survey takers indicated they had children under the age of 18 living at home. Of those households with children, 15% had one child, 15% had two children and 22% had three children.

Number of Children	Count	%
0	87	63%
1	24	17%
2	10	7%
3	12	9%
4	4	3%
5 or more	1	1%
Total responses	138	100%

- Household Size: Approximately 31% of survey takers indicated they were the only occupant of their household. 24% of respondents had two household members, 15% had three, 13% had four, and 19% of respondents had five or more people living in their household.

Household Size	Count	%
1	44	31%
2	34	24%
3	21	15%
4	18	13%
5 or more	27	19%
Total responses	144	100%

Travel Mode

- Car ownership: 70% (103) of survey takers had no regular access to a car or truck.

Access	Count	%
Yes	44	30%
No	103	70%
Total responses	147	100%

- Primary way of travel: Approximately 17% of survey takers walk or travel by wheelchair and 31% ride the bus. For this survey question, many survey respondents recorded several methods of travel.

Mode	Count	%
Walking/Wheelchair	39	26%
Bicycling	8	5%
Bus	72	48%
BART	21	14%
Caltrain	27	18%
Shuttle	7	5%
Driving alone	31	21%
Carpooling/getting a ride from someone	26	17%
Total responses	148	

RESIDENT TRAVEL SURVEY—RAW RESULTS

These raw survey results are based on 154 returned surveys. A blank survey is shown at the end of Appendix A.

Q1. How do you travel for most trips?

Walking/Wheelchair	26%	(39)
Bicycling	5%	(8)
Bus	48%	(72)
BART	14%	(21)
Caltrain	18%	(27)
Shuttle	5%	(7)
Driving alone	21%	(31)
Carpooling/getting a ride from someone else	17%	(26)

Q2. Do you access to a personal car or truck to make most of your trips?

Yes	30%	(44)
No	70%	(103)

Q3. My MOST difficult trip is to:

Work	25%	(37)
Taking my children to School or Day Care	6%	(9)
Getting myself to school	8%	(13)
Medical	33%	(49)
A BART or Caltrain station	12%	(18)
Grocery Store/Shopping	35%	(52)
Recreation/Social	15%	(23)
Other	14%	(22)

Q4. Where do you START this trip?

Place	Cross streets	City
Home	Templeton & Alexander	Daly City
Colma Bart Station	-	-
Home	Rosedail St. & Westmore St.	Burlingame
Home	Cherry St. & cedar	San Carlos
-	Cherry St. & Cedar	San Carlos
Home	Skyline Dr. & Skyline Blvd.	Daly City
Home	610 Maple Avenue South	South San Francisco
Home	1690 Broadway St.	Redwood City
Home	Flournou & Mission	Daly City
-	-	-
-	27th Avenue & El Camino Real	San Mateo
-	Main St. & Kelly St.	Half Moon Bay
-	41st & El Camino Real	San Mateo
Home	-	-
Home	Wexford Ave. & Gellert Ct.	South San Francisco
	Linden & Airport	South San Francisco
Home	Crocker & Mission	Daly City
Home	Mission & Crocker	Daly City
Home	Palomar & Grandview	Daly City
Home	Vale & Mission	Daly City
Home	El Camino & C St.	Colma
Home	Bellevue & El Camino Real	-
Home	2nd Ave & San Bruno Ave.	San Bruno
County Club	El Camino Real	South San Francisco
Home	-	-
Home	Flores & 25th Ave.	San Mateo
-	El Camino & Jefferson	Redwood City
Home	South Gate & St. Francis Blvd.	Daly City
Home	South Gate & John Daly Blvd.	Daly City
Home	South Gate & St. Francis Blvd.	Daly City
-	San Hill & Palo Alto	Palo Alto
-	Peninsula & Cleardon	Burlingame
Home	Chapman	San Bruno
Hallmark Apts	Hudson & Woodside	Redwood City
Daly City BART	John Daly	Daly City
Home	Poplar & El Camino Real	San Mateo
Home	Market & Newbridge	Menlo Park
Home	-	Millbrae
	Willow & Newbridge	Menlo Park
Home	Highway & Kentucky	Redwood City
Home	Emerson & University	Palo Alto
Valmar Apt's	Valencia & Market	San Francisco
Home	Franciscan & Buena Vista Ave.	Daly City
Belmont	-	-
Home	Brewster & El Camino	Redwood City
Home	Arroyo & Erica	South San Francisco
Home	-	San Mateo
Home	-	San Bruno
Home	El Camino & F Street	Colma
San Bruno	-	-
Home	Willow Ave. & Brusco Way	South San Francisco
Home	Nimitz & Woodside	Redwood City
Concord BART	-	-
	Arroyo Dr.	El Camino

Place	Cross streets	City
Home	Middlefield	Redwood City
Home	Palomar & Grandview Dr.	Daly City
Home	Main St.	Half Moon Bay
Home	Poplar & Main	Half Moon Bay
Home	Catalina & Brookhaven	Pacifica
Home	Bellevue & Crocker	Daly City
Home	W. Orange & "C" St.	South San Francisco
Home	-	-
Home	-	San Bruno
Home	King & Roosevelt	Redwood City
Home	Regent & Redwood	Redwood City
Home	Highway & Kentucky	Redwood City
Home	Westlake St. & Mission	Daly City
Home	Maple & Veterans Blvd	Redwood City
Home	Commercial & Orange Ave.	South San Francisco
Home	-	-
San Bruno	-	-
Home	El Camino	Redwood City
San Carlos Caltrain Station	El Camino & San Carlos	San Carlos
Home	-	San Mateo
Home	Willow & Middlefield	Menlo Park
Home	Gateway & Hickey	Pacifica
Home	-	-
Home	-	Daly City
N. Five Points Shopping	Oak Ave. & El Camino	Redwood City
Home	Sullivan & East Moor	Daly City
Home	Madera Ave. & Newbridge	Menlo Park
Court	Grand Ave. & Willow Ave.	South San Francisco
Home	Shell & Bounty Dr.	Foster City
Home	El Dorado & Olcese Ct.	Daly City
Home	Bay Rd. & University	East Palo Alto
Home	Crane St. & Santa Cruz	-
South City	Orange & El Camino Real	South San Francisco
Home	SSF & 130 Esconijo	South San Francisco
Home	San Carlos & Cedar	San Carlos
Home	San Carlos Ave. & Cedar	San Carlos
-	91st & 92nd St	Daly City
Home	-	Pacifica
Home	Geoffrey & Susan	San Bruno
Home	Village Ct. & Village Dr.	Belmont
Ralston & 6th Ave.	-	-
Home	2nd & Delaware	San Mateo
Villa Terrace	San Mateo Dr. & Villa Terrace	San Mateo
Home	Hamilton & Winchester	Campbell
Home	-	-
San Bruno	-	-
San Francisco	-	-
Hillsborough Plaza	Baldwin & San Mateo Dr.	San Mateo
Butano Canyon	6mi SE of Pescadero	-
Home	Colegrove & 36th Ave.	San Mateo
Home	-	Daly City
Pescadero Creek & Cloverdale	-	Pescadero
Home	Ralston & 92nd	San Mateo
Home	-	-
Kaiser Hospital?	-	-
Home	Alameda & Whipple	Redwood City
Home	Antoinette	-
Home	Hillcrest & La Prenda	Millbrae
Belmont	-	-

Place	Cross streets	City
-	-	-
Home	Pescadero & Jones	La Honda
Home		East Palo Alto
Home	Palomar & Grandview Ave.	Daly City
Home	John Daly Blvd	Daly City
-	-	-
-	-	-
-	Dolan Way & Limerick	Pinole
House	Hillsdale & 92nd	San Mateo
-	-	-
Pescadero	-	-
-	Ticonderoga & Polhemus Dr.	San Mateo
Home	-	-
Home	89th St. & Washington St.	Daly City
-	-	-
Home	Laurel & Helen	Millbrae
-	10th & Bay	Redwood City
Home	Oak Grove	Menlo Park
Belmont	Ralston & Old Country Road	Belmont
Home	Arroyo & Berenda	South San Francisco
Home	Mason & Euclid	San Bruno
-	-	-
Home	Mason & Euclid	San Bruno
San Bruno	-	-
Home	-	San Mateo
Home	Palomar St.	Daly City
Home	Grandview	Daly City
Home	Grand Ave.	South San Francisco
Home	70 Grandview Ave.	Daly City
Home	Foothill Rd. & Dublin	Pleasanton
Walk	561 Brusses Street	San Francisco
Home	Valota Rd. & oak St.	Redwood City
Home	Woodside & Alameda	Redwood City
Home	Cleveland & Lincoln	Redwood City
Home	Hampshire & Fair Oaks	Redwood City
Home	El Camino & Vera	Redwood City
Home	Crespi Dr. & Hwy 1	Pacifica
Home	El Camino & Jefferson	Menlo Park
Home	-	Redwood City

Q5. What is the DESTINATION for this trip?

Place	Cross streets	City
Lucky	Mission & School St.	Daly City
Safety/Lucky's	-	San Francisco
Safeway	El Camino	Millbrae
Work	Millbrae Ave. & Rollins	Burlingame
Sequoia Hospital	-	Redwood City
Seton Hospital	Sullivan & Southgate	Daly City
Doctor's	Army & Cesar Chavez	South San Francisco
Safeway	1155 Broadway St.	Redwood City
Work	Alemamu & St. Charles	San Francisco
-	-	-
Safeway	17th & El Camino Real	-

Place	Cross streets	City
VRS?	Old Country Rd. & 550 Quarry Rd.	San Carlos
Safeway	Ralston & El Camino Real	Belmont
-	-	-
Holy Angles Church	San Pedro Rd. & Mission	Daly City
Safeway	Spruce & El Camino	South San Francisco
Home	Crocker & Mission	Daly City
Daly City BART	-	-
Khine Lin's (Home)	64 Whittier street	San Francisco
School	1200 Obrien Drive	Menlo Park
School	Obrien & Adams	Menlo Park
Work (Safeway)	El Camino Real	-
St. Vincent de Paul	Grand Ave. & Linden	South San Francisco
Doctor/Shopping	-	South San Francisco
Kaiser	-	South San Francisco
Meeting/Workshop	Quarry & Old Country Road	San Carlos
Safeway	El Camino Real	San Mateo
Supermarket	Southgate & John Daly Blvd.	Daly City
China Town	-	-
Safeway	Southgate & John Daly Blvd.	Daly City
Work	-	Palo Alto
Parents home	3rd & Walnut	San Bruno
Target	-	San Bruno
PAD for veterans	-	Palo Alto
Hope Hospital	-	San Mateo
General Hospital	37th & El Camino Real	San Mateo
Doctor	37th & El Camino Real	San Mateo
Work	-	Belmont
Canada College	Farm Hill Blvd. & Jefferson	Redwood City
Work	I do contract work	-
RWC/Work	El Camino Real	Redwood City
Social Security Gelert	-	Daly City
Hospital/Store	-	San Mateo/Daly City
Hillsdale	-	-
Petco/Medical	Bridgepointe & Chope	San Mateo & Foster City
BART	Old Mission & El Camino	South San Francisco
-	-	-
Hillsdale Shopping Center	-	-
San Mateo Public Library	3rd St. & El Camino	San Mateo
-	-	-
China Town	-	San Francisco
Home/Library/Grocery Store	-	-
Home	Seville & Alameda	San Mateo
Serramonte & Seton Hospital	-	Daly City
El Camino & Middlefield	-	Menlo Park
San Mateo Medical Center	37th St	San mateo
Senior Centers in San Mateo	El Camino & 4th and Alameda	San Mateo
Ranch 99 and school	Marlin & Foster City Blvd.	Foster City
Food Stamp Office	92nd St.	Daly City
San Mateo Comm. Center	90th & 350 90th	Daly City
Hospital	Sullivan St.	Daly City
Kaiser Hospital	-	-
Safeway	-	Millbrae
Food Co.	Broadway & Chestnut	Redwood City
School (children)	Hudson	Redwood City
Grocery Stores	-	Redwood City
-	-	-
Home	Brittain & Crestview	San Carlos
Safeway	Chestnut & Antuanette Ln	South San Francisco

Place	Cross streets	City
Safeway	-	-
4761 Portola Dr.	-	Fremont
Alpine & Portola Rd.	-	Portola Valley
Safeway	Hwy 92 & Borel	San Mateo
Human Service Agency	Willow & Middlefield	Menlo Park
Skyline College	College Dr. & Skyline	San Bruno
Different places	Safeway	-
Shopping/Doctors	-	-
Sequoia Station	Jefferson & El Camino	Redwood City
Doctor Visit	Sullivan & Eastmore	Daly City
Canada College	-	Redwood City
NPNSC	Linden Ave. & California	South San Francisco
Quarry & El Camino Real	-	San Carlos
Safeway	El Camino Real	Millbrae
Berkeley Options Program	-	Berkeley
SMCO Hospital	39th & Hacienda	-
AT&T Park	-	San Francisco
Kids Daycare	King & Junipsarra	South San Francisco
School	-	-
Carlmont High School	-	San Carlos
Medical Center	91st & 92nd St.	Daly City
-	-	-
Work	92nd & Bryant	Daly City
Work	92nd	Daly City
Work	-	Pescadero
Trag's Market	Baldwin & B Street	San Mateo
Various Bay Area	-	-
Work	Stage Rd. & North St.	Pescadero
Safeway	-	-
Safeway	-	-
San Mateo	-	-
Safeway	1655 S. El Camino Real	San Mateo
Pescadero or Half Moon Bay	-	-
Smart and Final	19th & Norfolk	-
Sibling's House	-	Daly City
Canada College	-	Redwood City
Hillsdale Caltrain Station	Hillsdale & 31st Ave.	San Mateo
Around Bay Area	-	-
Safeway is far from my apartment	-	-
Los Gatos	-	-
Medical	-	-
-	-	-
Home	-	Daly City
-	-	-
Work	Spring & Douglas	Redwood City
School	San Carlos & Cordilleras	San Carlos
Thomas R. Pollicita Middle School	-	Daly City
Safeway/Doctor's	-	Daly City
-	-	-
-	-	-
Work	California & Linden	South San Francisco
Mills	2nd Ave. & San Mateo Dr.	San Mateo
-	-	-
Pescadero	-	-
Standford Hospital Area	Welch Rd. & Pastuer Dr.	Palo Alto
Safeway	-	-
Work	Harbor & Belmont	-
-	-	-

Place	Cross streets	City
Home	Laurel & Helen	Millbrae
RWC Library	Main & Middlefield	-
Medical	El Camino	Burlingame
-	-	-
War Memorial	Mission St	Daly City
Kaiser (SF)	Geary	San Francisco
-	-	-
Kaiser	Geary & Baker	San Francisco
Concord	-	-
Stanford	-	-
#N/A	-	-
4762 Portola Dr.	-	Fremont
4763 Portola Dr.	-	Fremont
4764 Portola Dr.	-	Fremont
4765 Portola Dr.	-	Fremont
Safeway	El Camino Real	South San Francisco
4765 Portola Dr.	-	Fremont
San Mateo City Hall	W. 20th Ave & O'Farrell St	San Mateo
Downtown Redwood City	1044 Middlefield Rd.	Redwood City
Redwood City Caltrain	El Camino & James St.	Redwood City
Redwood City Caltrain	El Camino & James St.	Redwood City
Kohl's	Veteran Blvd.	Redwood City
Adalante School	Fernside & Alameda	Redwood City
Bay Area Christian Church	-	East Palo Alto
Serramonte Center	Serramonte Blvd. & Gellert Dr.	Daly City
20th Ave. & El Camino	-	San Mateo
School	Woodside & Valota	Redwood City

Q6. How do you make this trip (check all that apply)

Drive alone	33
Get a ride	35
SamTrans	76
Muni	16
VTA	2
BART	16
Caltrain	16
Shuttle	5
Paratransit	7
Taxi	12
Walk/Wheelchair	39
Bike	8

Q7. When do you make this trip? (check all that apply)

Weekdays	115
Weekends	46
Between 7:01 am – 9:00 am	61
Between 9:01 am – 4:00 pm	65
Between 4:01 pm – 7:00 pm	33
Between 7:01 pm – 10:00 pm	15
Between 10:01 pm – 6:00 am	9

Q8.. How long does it take you to make this trip one-way? (check all that apply)

15 minutes or less	25
16 minutes – 30 minutes	41
31 minutes – 60 minutes	56
61 minutes – 90 minutes	28
91 minutes – 120 minutes	12
Longer than two hours	18

Q9. How often do you make this trip?

5 or more days per week	35%	(51)
2-4 days per week	32%	(46)
Once a week or less	34%	(49)

Q10. How could this trip be easier for you to make? (check all that apply)

Free or low-cost transit passes or tickets	50%	(70)
More night and weekend bus or train service	33%	(46)
Better bus stops - lighting, benches, and shelters	30%	(42)
More bus service in my neighborhood	28%	(39)
A shuttle service I could call for rides during nights and weekends	22%	(31)
A low-cost loan to buy a car	20%	(28)

Improved bus connections to BART and / or Caltrain stations	17%	(24)
Short-term help to pay for car repairs, insurance, smog check, or emergency roadside service	16%	(23)
Easier ways to learn about transit service	16%	(23)
Better pedestrian facilities such as crosswalks, sidewalks and curbs	15%	(22)
Other	15%	(22)
Improved safety	14%	(20)
Transit information in another language besides English	10%	(15)
Safer routes for bicycling, such as dedicated lanes	9%	(13)
Help in finding a ride with other people for me and/or my children	8%	(12)
Loaner cars for job interviews or appointments	7%	(11)
More bicycle parking	6%	(9)

Q11. Overall, what would most improve your ability to get around?

<p>More buses Getting to bus stop on time More buses in my neighborhood More buses by my home</p> <p>Have more shuttles and less cost money in fare; special, retired, low-income and one check every month from SSF- Supplement on pension?</p> <p>Close bus stops, low-cost tickets for bus & Caltrain</p> <p>Bus/train</p> <p>A vehicle Nothing really More enforcement for people sitting in handicapped spots who don't belong there Buses be on time</p> <p>Bigger signs at bus stop & bus shades especially when windy, rainy, & sunny</p> <p>Lower cost for transportation Accurate bus time schedules- especially Muni & SamTrans Transportation</p> <p>Free tickets for bus ride would improve my ability to get around</p> <p>Closer connections from train station to job train school & discounted price and bus pass Having access to a vehicle and discount train/bus/Bart passes Lower bus passes, short term loan for a car & upkeep Transportation A car of my own</p>	<p>More money for gas and bus tickets Fund redi-wheels whatever it requires! To be faster because sometimes I'm late to wake up, and early to go to school Help to get bus tickets, discount BART tickets All ramps slide down for canes & walkers, wheelchairs, strollers, & heavy bags No problems More money for gas and bus tickets More buses ontime, less cost for passes I don't know Need more bus Cheaper gas Someone to drive me around Bus service Less traffic Purchase a smaller car than a Cadillac Drivers won't take anyone with bulky/heavy packages, they state, "you will take up too much room for other passangers" Needs help to be dropped off, and needs to learn more about the bus (which routes/bus to take) If there were three roundtrip options from Pescadero to Canada: 7:00 Pescadero-Redwood City, 1:00 Redwood City-Pescadero, 2:00 Pescadero-Redwood City, 8:00 Redwood City-Pescadero More frequent Caltrain times More public transportation on weekends. Accessible. Once in a while I walk to the Safeway only If fuel prices were more affordable Crutches and paratransit My own car (or IHSS who drives) Walking</p>
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<p>I live in RWC, & help my mother 2x a week/meeting/grocery store, I cannot carry groceries. It's 8 blocks one way to bus station, need a shuttle.</p> <p>Bus</p> <p>More information in Spanish</p> <p>This system is excellent, thank you so much.</p> <p>To be able to purchase an automobile and afford insurance</p> <p>Improving bus routes</p> <p>From El Camino & 37th/92nd up the hill to San Mateo hospital, for us elderly with walkers & arthritis its hard to walk up hill for treatment.</p> <p>Cheaper fares/transfers</p> <p>A car or more bus service</p> <p>Buses and trains arriving on time</p> <p>Clipper Card to be disabled</p> <p>The SamTrans service I receive now is perfection</p> <p>Car loan or more bus more frequently</p> <p>Bus service to rural areas</p> <p>My own car</p> <p>Overall, I feel content taking the bus, especially with SamTrans</p> <p>Just getting off sometimes the steps are too high</p> <p>More bus services</p> <p>Weekend and night service for Route 295</p> <p>Connections; BART to Caltrain BART to SamTrans buses</p> <p>Have a shade & bench at most stop and time frequency of 133 & 132</p> <p>More information in Spanish</p> <p>The reduced fee for bus ride would most help me get around</p> <p>SamTrans being on-time, schedule improvements</p> <p>Even limited service of SamTrans 294 on the weekend will be very helpful. More services during the morning will also be helpful.</p> <p>A job</p> <p>Don't stop bus next to slanted driveway/sidwalk</p> <p>Redi-Wheels</p> <p>Same day service</p> <p>A vehicle or if buses had transfer tickets</p> <p>I would like to see more buses & less cars like in SF public transit if very frequent</p> <p>Improved overall service</p> <p>More money because it costs too much</p> <p>To own my own car</p> <p>More frequent neighborhood buses. Also for visually impaired: large printed schedules at stops.</p> <p>More ways every 15 minutes</p> <p>Would be nice to have a bus bring people to & from Portola Valley. If this was added to route 85 that would be nice.</p> <p>Less congested roads, too much traffic</p> <p>Help from others</p>	<p>Short term help to pay for repairs</p> <p>Less traffic and lower gas prices</p> <p>Riding a school bus for free would most improve my ability to get around</p> <p>Own car or shuttle service</p> <p>Door to door service</p> <p>Shuttle bus to and from home and Mills Hospital</p> <p>SamTrans bus stop info where to find</p> <p>Nothing</p> <p>Shuttle or better bus service</p> <p>Belmont</p> <p>More night and weekend service. Better lighting and increased security/safety at night.</p> <p>Affordability</p> <p>Shuttles</p> <p>To go to my aunt's house</p> <p>To go to my Sister's house</p> <p>To my sister's house</p> <p>To my sister's house</p> <p>To go to my sister's house</p> <p>A car</p> <p>Getting to my aunt's house</p> <p>I've taken Public transportation to get to my destination, however the total cost of around \$20 to get back and forth and each way took me 3 hours to accomplish, hindered a 2nd attempt. I used the bart and bus in hayward. On my trip back I used caltrains and bart. total travel time was ~6 hours, and \$20+. Thus i found it more convenient to drive.</p> <p>More trains, Better signage at the intersection of Jefferson and Middlefield. Cars do not observe the no right on red sign and I've been nearly hit crossing there more than once. I'm disabled. Even though I bicycle, I would take the bus if it was available and convenient near my home, but it's not. That's why i answered so much about busses.</p> <p>Better/ safer bike routes, dedicated bike lanes ideally, dry place to park bikes during rain, better security to deter bike theft, subsidies to purchase bike trailers, baskets, etc.</p> <p>Owning a vehicle</p> <p>Gas money to give to friends for driving me</p> <p>A reduction in gas prices. In Dec.2008 I was paying \$1.65 a gallon and now gas prices for July 2011 are down to \$3.79 and I am still living on the same pay check with no increase in salary.</p> <p>In order to pay for gas I have cut my food budget drastically.</p> <p>In fact, apart from driving to work I am careful how I use my car. Gas prices are certainly hurting the economy, especially those living on unemployment, looking for jobs, low income individual, families and seniors and part-time workers. If I didnot have to pay these high gas prices I would be able to spend at the retail-level more often than I currently do.</p> <p>Bus or train service</p> <p>More frequent bus service</p>
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Q12. How often are the following public transportation issues a problem for you:

	Never	%	Sometimes	%	Always	%
I cannot find or do not know where to look for more information about public transit	42	41%	48	47%	12	12%
The cost of the fare is too high	16	17%	39	41%	40	42%
I have to make too many transfers	32	31%	46	45%	24	24%
It takes too long to make the trip	17	17%	45	44%	41	40%
Transit doesn't come often enough	16	15%	58	55%	31	30%
Transit doesn't run late enough	21	22%	42	45%	31	33%
Transit doesn't run early enough	41	42%	38	39%	19	19%
I have difficulty getting to my transit stop because I have limited mobility	48	51%	30	32%	16	17%
I have difficulty getting to my transit stop because it is too far from my home or work	57	55%	28	27%	18	17%
I do not feel safe waiting at my transit stop	45	46%	42	43%	10	10%
I do not feel comfortable waiting at my transit stop	45	46%	40	41%	13	13%
Public information is not available in the language I speak and read	75	78%	12	13%	9	9%

Q13. In what language would you like public transit information?

English	88%	(120)
Spanish	12%	(17)
Tongan	1%	(2)
Chinese	5%	(7)
Tagalog	7%	(10)
Russian	0%	(0)
Other	2%	(3)

Q14. Age?

Under 13	0%	(0)
13-17	4%	(6)
18-29	14%	(21)
30-49	34%	(50)
50-64	23%	(35)
65 and over	25%	(37)

Q15. Zip code where you live?

94014	(11)
94015	(21)
94080	(17)
94066	(11)
94061	(11)
94063	(9)
Other ZIP codes	(68)

Q16. Zip code where you work or attend school?

94014	(7)
94063	(6)
94025	(6)
94015	(13)
94080	(5)
Other ZIP codes	(41)

Q17. Total number of people in your household?

1 person	31%	(44)
2 people	24%	(34)

3 people	15%	(21)
4 people	13%	(18)
5 people or more	19%	(27)

Q18. Total number of children under the age of 18 in your household?

No children	63%	(87)
1 child	17%	(24)
2 children	7%	(10)
3 children	9%	(12)
4 children	3%	(4)
5 children or more	1%	(1)

Q19. In your home, English is spoken:

Very well	71%	(106)
Well	19%	(29)
Not well	9%	(13)
Not at all	1%	(2)

14. Age _____
15. Zip code where you live _____
16. Zip code where you work or attend school: _____
17. Total number of people in your household: _____
18. Total number of children under the age of 18 in your household _____
19. In your home, English is spoken:
- Very well Not well
- Well Not at all

Optional and Confidential

Are you interested in helping plan transportation services by attending a Transportation Solutions Workshop for San Mateo County residents? Workshops will be held throughout the County in June and July. Interpretation will be available in Spanish, Mandarin, Cantonese, and Tagalog. If you are interested in attending, please fill out your contact information below or call (650) 762-8201 and leave a message. A stipend will be given to workshop attendees for participation.

- Yes, I am interested in attending a Transportation Solutions Workshop
- Yes, enter me in a drawing to win a \$100 gift card

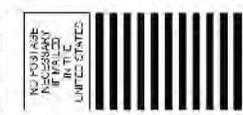
Name _____

Address _____ City _____ Zipcode _____

Phone Number _____

Email (optional) _____

Thank you for completing this survey. No postage necessary! Seal the survey closed with the self-stick strip and drop it into any U.S. mailbox. If you would prefer to take this survey over the phone or in a different language please call (650) 762-8201 and leave a message. If you would prefer to take this survey online please visit www.smclowin.com/transportationplan.com.



BUSINESS REPLY MAIL
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PASSENGER SURVEY
SAMITTRANS
P.O. BOX 3006
SAN CARLOS CA 94070-9927

Return to the address on the back of the envelope



Please help us plan Transportation Services that help you by completing this survey and RETURN BY JUNE 24, 2011.

You may enter a drawing to win a \$100 gift card by completing the survey and filling in your contact information at the end. You must be 13 or older to fill out the survey and be eligible to win the prize.

Participation in this survey is voluntary. Your responses are private and will only be used for this study. One survey per resident.

Please tell us about your transportation needs

- How do you travel for most trips?
 - Walking/Wheelchair
 - Bicycling
 - Bus
 - BART
 - Caltrain
 - Shuttle
 - Driving alone
 - Carpooling / getting a ride from someone else
- Do you have access to a personal car or truck to make most of your trips?
 - Yes
 - No
- My MOST difficult trip is to:
 - Work
 - Taking my children to School or Day Care
 - Getting myself to school
 - Medical
 - A Bart or Caltrain station
 - Grocery Store/Shopping
 - Recreation/Social
 - Other: _____

-1- Please open

4. Where do you START this trip?
Place _____
(Example: Kaiser Hospital. If home, simply state home)
Cross streets _____ and _____
City _____
5. What is the DESTINATION for this trip?
Name _____
(Example: Safeway. If home, simply state home)
Address or cross streets _____ and _____
City _____
6. How do you make this trip? (check all that apply)
- Drive alone
 - Get a ride
 - SamTrans
 - Muni
 - VTA
 - BART
 - Caltrain
 - Shuttle
 - Paratransit
 - Taxi
 - Walk / Wheelchair
 - Bike
7. When do you make this trip? (check all that apply)
- Weekdays
 - Weekends
 - Between 7:01 am - 9:00 am
 - Between 9:01 am - 4:00 pm
 - Between 4:01 pm - 7:00 pm
 - Between 7:01 pm - 10:00 pm
 - Between 10:00 pm - 6:00 am
8. How long does it take you to make this trip one-way? (check all that apply)
- 15 minutes or less
 - 16 minutes - 30 minutes
 - 31 minutes - 60 minutes
 - 61 minutes - 90 minutes
 - 91 minutes - 120 minutes
 - Longer than two hours

Self-stick strip

9. How often do you make this trip?
- 5 or more days per week
 - 2-4 days per week
 - Once a week or less
10. How could this trip be easier for you to make? (check all that apply)
- Better bus stops - lighting, benches, and shelters
 - More night and weekend bus or train service
 - More bus service in my neighborhood
 - Improved safety
 - A shuttle service I could call for rides during nights and weekends
 - Free or low-cost transit passes or tickets
 - Help in finding a ride with other people for me and/or my children
 - A low-cost loan to buy a car
 - Short-term help to pay for car repairs, insurance, smog check, or emergency roadside service
 - Loaner cars for job interviews or appointments
 - Easier ways to learn about transit service
 - Transit information in another language besides English
 - Improved bus connections to BART and / or Caltrain stations
 - Better pedestrian facilities such as crosswalks, sidewalks and curbs
 - Safer routes for bicycling, such as dedicated lanes
 - More bicycle parking
 - Other: _____
11. Overall, what would most improve your ability to get around?

If you ride public transit, please tell us about your experiences

12. How often are the following public transportation issues a problem for you:

	Never	Some-times	Always
I cannot find or do not know where to look for more information about public transit			
The cost of the fare is too high			
I have to make too many transfers			
It takes too long to make the trip			
Transit doesn't come often enough			
Transit doesn't run late enough			
Transit doesn't run early enough			
I have difficulty getting to my transit stop because I have limited mobility			
I have difficulty getting to my transit stop because it is too far from my home or work			
I do not feel safe waiting at my transit stop			
I do not feel comfortable waiting at my transit stop			
Public information is not available in the language I speak and read			

13. In what language would you like public transit information?
- English Tagalog
 - Spanish Russian
 - Tongan Other: _____
 - Chinese

4. Please turn over

Appendix C - CBO Interviews

Community Based Organizations/Agency Interviews

Letters were sent to all CBOs to solicit their interest in participating in an interview or meeting. A total of 15 interviews were conducted with 13 community-based organizations to provide insight on transportation gaps and barriers that affect their clients and help identify potential solutions.

Interviews were conducted with:

- African-American Community Health Advisory Committee
- BHRS Latino Collaborative
- Child Care Coordinating Council
- Commission on Disabilities
- County Board of Supervisor District 2
- County Board of Supervisor District 4
- Crane Place Apartments
- Health Plan of San Mateo
- Hospital Consortium
- Peninsula Family Service
- San Mateo County Community College District
- San Mateo County Office of Education
- Shelter Network

The interviews consisted of a set of 11 questions.

1. What is the service area for your organization and what kinds of clients do you serve (ie. Low-income, minorities, etc.)?
2. What is the mission/purpose of your organization and what services do you provide?
3. How would you characterize your low-income clients? (age, ethnicity, income level, etc.)
4. How do your clients get around?
5. What do you find is the most difficult part of getting around for your clients?
6. Do you have any transportation programs/incentives for low-income clients? If so, describe.
7. What kinds of transportation programs/incentives do you think would most help your clients get around?
8. Through our other outreach efforts we have been hearing people say that they don't know or understand what their transportation options are. What do you think are some ways to successfully conduct outreach to your clients?

9. Is there anything else you would like to say about transportation for low-income individuals in the County?
10. Are there any other organizations or individuals that you think we should interview?
11. Would you like to be put on our email list to receive notification of the release of the draft Low-Income Transportation Plan and other mailings related to this plan?

The following table provides an overview of the organizations interviewed, with general information about the services they provide (including transportation), their clients, and how their clients get around.

Organization	Service Area	Services	Offer transportation programs / incentives	Low-Income Client Characterization	Client Transportation mode
Health Plan of San Mateo	Medi-cal populations	Health benefits for low-income	No	Young, old, disabled, medi-cal and medi-care members	Own cars, public transportation, Redi-wheels, taxi (for Care Advantage members), non-emergency medical transport
Child Care Coordinating Council	San Mateo County	Database of licensed day care providers and childcare subsidies for low-income	No	Low income, mostly single parent households	Own cars, bus, train, rides from someone
Crane Place Apartments	Menlo Park	Low-moderate income housing with handicap units, dinners, shuttle program	Yes, shuttle	Low income families, children, seniors	SamTrans, Crane Place Apartments shuttle
Commission on Disabilities	San Mateo County	Residential and vocational services for adults with developmental disabilities	Yes, private van	Adults with developmental disabilities, mostly low-income, most on SSI or SSDI	SamTrans, private van, R&D (Golden Gate regional center)
BHRS Latino Collaborative	Millbrae to San Carlos	Outpatient behavioral services for people with mental illness and substance abuse problems	Yes, SamTrans bus passes, temporary taxi vouchers	Most are on Social Security and general assistance, many are homeless or marginally working	SamTrans, walking, biking, get rides, less than 1% have their own cars
Hospital Consortium	San Mateo County	Educational programs to promote health and prevent disease	No	Most are older adults, of all ethnicities, some low-income	Don't know
African-American Community Health Advisory Committee	Primarily North Central San Mateo	Help youth stay in school and ensuring higher education for them, providing seniors with exercise programs, other activities	No	Mostly church members, predominantly black citizens, youth and seniors, low-middle income	Primarily by car, fraction use taxi, bus or Redi-wheels

Organization	Service Area	Services	Offer transportation programs / incentives	Low-Income Client Characterization	Client Transportation mode
County Board of Supervisor District 2	San Mateo County	NA	No, not directly	NA	NA
San Mateo County Community College District	Southern San Mateo County	Provide access to educational academia program, vocational programs	Yes, discounted bus fares	Most students from lower-income zip codes, undocumented students, EOPS program population, federally dedicated Hispanic institution	Drive, bus, few bike
County Board of Supervisor District 5	San Mateo County	Serving constituents	No, not directly	Diverse low income population	Mostly by car, some by bus, train, bike or walk
San Mateo County Office of Education	San Mateo County	Support the 23 districts that provide services directly to children	Yes, personal bus service for severely disabled children	Children, kids who are incarcerated	Adults by car, children by private bus
Shelter Network	San Mateo County	Homeless shelters and housing subsidy programs	Sometimes, fund bus tickets, donated cars	Extremely low income, homeless, most clients are children	Primarily public transportation, some have cars, Redi-wheels, Maple Street Shelter's van service
Peninsula Family Service	San Mateo and Santa Clara County	Services for child development, nutrition programs, classes, therapy, loans, savings program	Yes, low cost car loan program, senior discount services	Low income, children, families, and older adults	By car, public transportation

The following table provides an overview of the organizations' opinions on the transportation difficulties of the clients, transportation programs/incentives that may help, best outreach method to get information to their clients, and possible other organizations to contact.

Organization	Difficulties Getting Around	Helpful Transportation Programs/ Incentives	Best Outreach Method
Health Plan of San Mateo	Difficult for those who live far from bus stations, or are not qualified for Redi-wheels. Sometimes bus service takes too long which can deter riders.	Increased literature about alternative modes of transportation	Article in member newsletter, periodic mailings of SamTrans information, knowledgeable staff at service centers, information at churches, hospitals, etc.
Child Care Coordinating Council	Frequency of SamTrans, cost of gas, too many transfers, no internet access for transportation information, not enough information on Caltrain	Discounted bus passes for low-income residents	Providing information at community centers, schools, other places where families go, TV advertisement, information on buses in Spanish
Crane Place Apartments	Route 281 and 296	Routes to grocery store near Ikea in East Palo Alto	School liason to communicate transportation information to kids who will pass it on the adults
Commission on Disabilities	Harassment from kids on buses, bus stops too far from their facilities	More weekend service to Canada College	Knowledgeable staff in agency
BHRS Latino Collaborative	Travel on bus from San Carlos to San Mateo is expensive with no free transfers, bus needs to be more frequent	Something like Redi-wheels with less stringent qualifications	Include transportation options explanation at vocational rehab service for new clients
Hospital Consortium	Don't know	Something like the Lifeline	more information about transportation options at places they go
African-American Community Health Advisory Committee	Physically disabled have trouble walking far distances to bus stops, not aware of bus schedules	Shuttle bus to and from church, ride share program	Flyers and mailers to homes, small group meetings at church
County Board of Supervisor District 2	NA	DMV and other major insurance companies should be given public transportation information	Contact people with the disability commission
Child Care Coordinating Council	Anything off of the main transit line of El Camino is hard to get to, more information needed to parents	Free transfers, coordination between agencies, anything that would reduce time and cost	Knowledgeable staff, materials available at office, add transportation info in mailers
San Mateo County Community College District	Cost, getting up hill to Canada College, lack of transportation information at College	Commuter buses, link between Sequoia station to Canada College, discounted tickets, more advertising of 511.org	Downloadable phone app for 511.org, working with employers
County Board of Supervisor District 5	Frequency of transit and number of transfers, getting to the East Bay from East Palo Alto, lack of bike lanes, more education needed	Program visibility, subsidized bus/train passes, community-based ride shares	Working with Non-profit and religious organizations
San Mateo County Office of Education	traffic	Public transit to pick up students from out of the community to school systems in the county	Working through the employer
BHRS Latino Collaborative	Not enough bus frequency running from 8am to 4:30pm	County-wide incentives for employees not to drive, bike share, more bike racks	Having information available in many languages and at places where community members

		on buses, lighting on bus shelters, shelter near Youth Services Center in San Mateo	congregate
Shelter Network	Those with mobility challenges but do not qualify for Redi-wheels, need bus stop near Maple Street, bus stops located too far, sidewalks/bike lanes poorly maintained	Funding for non-profits to be able to support a full-time driver and staff, and shuttle for clients	Including clients on house meeting agendas, contacting outreach teams at organizations, online outreach
Peninsula Family Service	Not enough bus service/frequency	Additional bus passes or transfers, voucher/taxi service	Information at bus stops, community meeting
Child Care Coordinating Council	Getting to child provider, from school to work to home, allow enough time for public transportation, not enough bus service at night	Bus pass, loan program for cars	Transit information at schools and colleges

Appendix D - 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 the county. The committee members will attend three committee meetings during the planning process, one of which has already been completed.

1. February 24, 2011— to review the background report and expand on transportation gaps and needs and discuss community outreach methods and strategies
2. TBD, 2011— to review outreach findings, proposed solutions, and evaluation criteria for determining the feasibility of proposed transportation solutions,
3. TBD, 2011— to discuss the feasibility of solutions and implementation strategies

February 24, 2011

Meeting Attendees:

Stakeholder Committee Members

African-American Community Health Advisory Committee (AACHAC)	Jackie Watkins
City of East Palo Alto	Wayland Li
City of Redwood City	Jeannie Young
Commission on Disabilities	Diane Smith
County Board of Supervisor District 2	Juda Tolmasoff
County Board of Supervisor District 4	Maya Perkins
Doelger Senior Center/City of Daly City	Sue Horst
El Concilio of San Mateo County	Gloria Florez-Garcia
Health Plan of San Mateo	Maya Altman
Housing Leadership Council	Chris Mohr
Housing Leadership Council	Joshua Hugg
HSA 8 CORE Services Agencies (Fair Oaks Community Center)	Teri Chin
PARCA	Diana Conti
Peninsula Family Service	Shobna Dhewant
Peninsula Interfaith Action	Mary Klein
PeninsulaWorks	Victoria Yeh
San Mateo County Office of Education	Peter Burchyns
Shelter Network	Rob Vernon
Sustainable San Mateo	Susan Wright

Project Staff Present
C/CAG
SamTrans
Wilbur Smith Associates

Jean Higaki
Ronny Kraft
Brian Soland

Meeting Notes

Bicycle Issues

- Secure bicycle parking near bus stops is needed.

Transit Issues

- Bus Stop was removed at Blumquist and Maple near the Maple Street shelter in Redwood City. The road to the Shelter is not maintained well. The Safe Harbor shelter is also geographically difficult to access by transit. The shelter does have a shuttle, however it can only fit eight people, which is not enough. Through the Lifeline transportation program they receive free tickets and passes for transit.
- Neighborhoods not along El Camino Real typically do not have good access to transit.
- Basic "How to" for accessing transit is needed.
- It would be good to have SamTrans route information on Google Maps.
- Route efficiency should be considered, there are often few riders on a single bus.
- Consistent and increased service is needed.
- Improved informational infrastructure is needed for the transit system.
- There is the larger issue of a discontinuous transit system in the Bay Area.
- Immediate accessibility to a car is an issue in case of emergencies.

Housing

- Consider expanded affordability requirements for Transit Oriented Developments (TODs). Working families drive more often.

Automobile Issues

- Low-income auto loan program is an important resource, but the program is undersubscribed.
- Carsharing:
 - Programs can be implemented at affordable housing locations.
 - Could be done on a community basis.
 - Liability is an issue.
 - Using community web sites (such as gogoverde.com) for coordination.
- Consider promotional tools and programs for carpooling, including interactive websites or other technology.

Outreach Methods

- In the survey we should ask about people's access to technology
- Conduct outreach to people with disabilities. HSA has programs specifically for people with disabilities.
- Consider best practices examples to get people thinking about the bigger picture and what is possible.
- Get information about school transportation issues
 - Present at monthly meetings
 - Collect information from the boys and girls club
- Look at the Behavioral Health Recovery services outreach strategies for ideas.
- Churches and religious organizations
 - Latino community
 - Pacific Islander community
 - Contact Jay Miller
- NGOs to coordinate with:
 - Visio Compromiso
 - Thrive – 125 non-profit members
- Provide brochures, presentations, surveys at HSA service centers.
- Care Advantage program through the Health Plan of San Mateo County.
- Conduct outreach to senior centers, senior housing, and assisted living
- Special outreach needed to coast-side communities
 - Consider reaching out to the Pacifica Resource Center.
- Consider where there are clusters of Low-Income and minority populations and where are their major destinations.
- Coast-side low-income populations may not be HSA clients. Puente de la Costa Sur and the Pacific Resource Center are good organizations to contact.
- Prioritize needs based on feasibility.

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/>).

Scenario #1: Maintain Current Service

In Scenario #1, SamTrans service remains largely unchanged. SamTrans would continue to serve communities with its local routes as well as support regional travel with routes serving both BART and Caltrain stations. Coastside service would continue to ensure mobility along the coastside and between the bayside and coastside areas. In addition, SamTrans would maintain a San Francisco presence with express service into downtown San Francisco.

Benefits

- + Routes and schedules remain unchanged for customers
- + No service cuts in the short term

Tradeoffs

- Many current services continue to underperform
- Some services continue to be expensive to operate
- Reduced opportunity for reinvestment in new or productive service
- Service reductions may be necessary in the future

Low Performing Routes

SamTrans will continue to monitor low performing routes as needed:

- Routes 17, 38, 58, 72, 132, 141, 280, 294, 297, 359, 397

Scenario #2: Invest in El Camino Real

In Scenario #2, El Camino Real would be the main transportation route in San Mateo County. Over half of SamTrans riders travel along El Camino Real on a daily basis and three of the four top performing routes operate along the corridor. El Camino Real has high potential to capture more riders if more frequent services are added. This scenario proposes placing more resources into the El Camino Corridor to achieve greater bus frequencies to benefit existing riders and attract new riders. In order to increase services along El Camino Real, resources from other routes in the SamTrans system would likely need to be reallocated.

Benefits

- + Riders can expect buses along El Camino Real every 10 minutes
- + More frequent service from Redwood City to Palo Alto
- + Increased service will attract new riders to SamTrans

Tradeoffs

- Discontinue or restructure services on poor performing routes
- Investment focused only on El Camino Real routes

Outcome

- Ridership growth along El Camino Real and improved system productivity and financial effectiveness will allow for future reinvestment
- SamTrans will continue to monitor poor performing routes

Possible Service Changes

- 20 minute frequency on Routes 390 and 391 create a combined 10 minute frequency from Redwood City to Daly City
- Service modification on: Routes 53, 58, 72, 132, 141, 280, 294
- KX: peak-only service

Scenario #3: Invest in El Camino Real & Core Markets

In addition to the El Camino Real corridor, there are a number of areas in San Mateo County where transit is very competitive. Transit usage is very high and these areas have potential for increasing ridership. This scenario builds upon Service Scenario #2 by proposing increasing frequent transit service to both the El Camino Real corridor and core market areas to benefit and attract new riders. In order to increase resources to the core market areas, resources from other areas within the SamTrans system would need to be reallocated.

Benefits

- + Improve El Camino Real services to frequent local service and a fast Rapid service
- + Create a strong network of supporting routes to El Camino Real and other regional transit services
- + Increase frequencies in core markets with high productive routes

Tradeoffs

- Discontinue or restructure services on poor performing routes
- Requires additional capital investment and operating funds to achieve more frequent service

Outcome

- Potential for significant ridership growth throughout the SamTrans system
- Better integration with regional services
- Improves overall customer experience
- Improved system productivity and financial effectiveness will allow for future reinvestment
- Full implementation requires additional capital and operational funding

Possible Service Changes

- Enhanced El Camino Real bus service, 10-30 minute local service, 10-15 minute rapid service
- Route 130: 15 minute peak service; 15 minute midday service in South San Francisco
- Route 292: 15 minute service between Hillside and Broadway Station; peak-only service into San Francisco
- Route 281: 15 minute all-day service
- Route 296: 15 minute all-day service
- Service modification on: Routes KX, 53, 58, 72, 132, 141, 280, 294
- Combine or concentrate service on Route 294 with Route 17
- Combine or concentrate service on Route 118 with Route 110 or 112
- Combine or concentrate service on Route 280 with Route 281 or 296

Alternative Services Options

The Alternative Service Options seek to ask two critical questions:

- Are there other ways, outside of traditional fixed route service, to provide service more efficiently; and
- Which service areas could be matched to an alternative service or vehicle option?

Examples of alternative service options could include:

- Shuttles
- Vanpools
- Dial-a-ride
- Deviated fixed route.

This option can be applied to all three service scenarios. SamTrans can look to identify communities within San Mateo County that could test out these alternative service options.

