

North Central San Mateo

Community-Based Transportation Plan

February 2011

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Appendix A: Stakeholder Committee

CHAPTER 1 - STAKEHOLDER COMMITTEE PURPOSE AND MEMBERSHIP

The purpose of the North Central San Mateo Community Based Transportation Plan Stakeholder Committee was to provide oversight and direction for the planning process and review and approval of work products. The City of San Mateo requested organizations and agencies to designate a representative to the Stakeholder Committee. There were 26 active members of the Stakeholder Committee, representing elected boards and commissions, and Community Based Organizations (CBOs) that provide services to North Central San Mateo residents and businesses. Table 1 below shows the Stakeholder Committee members.

Table 1: Stakeholder Committee Members

Member	Representing
Joy Addison	St. Bartholomew's Local Organizing Committee
Sybil Bolivar	Home Association of North Central San Mateo
Rosa Evelia Chaivez	Peninsula Conflict Resolution Center
Carol Delgado	San Mateo Elementary Teachers Association
Shobna Dhewant	Family Service Agency of San Mateo County
Dan Dobbins	San Mateo Union High School District
Joshua Hugg	Home Association of North Central San Mateo
Terry D. Macias	San Mateo-Foster City Elementary School District
Angela Miller	Martin Luther King Jr. Community Center
Catherine Noceda	San Mateo Teachers Association (SCOPE)
Micaela Ochoa	San Mateo-Foster City Elementary School District
Marc Sabin	Project Ninety
James L. Simmons	Project Ninety
Fred Thomas	San Mateo Adult School
Laurie Watanuki	Central Neighborhood Association
Alex Kristal	San Mateo-Foster City School District

Appendix B: Existing Conditions Report

North Central San Mateo Community-Based Transportation Plan

Final Existing Conditions Report



PREPARED BY

San Mateo County Transit District
1250 San Carlos Avenue
San Carlos, CA 94070

July, 2010

Report prepared by:

San Mateo County Transit District

Corinne Goodrich – Manager of Strategic Development

Emily Betts – Project Manager

Kimberly O’Neill – Intern, Strategic Development

For questions and comments please contact:

Emily Betts

650-508-6327

bettse@samtrans.com

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EXECUTIVE SUMMARY

The North Central San Mateo Community-Based Transportation Plan will look at the transportation needs of the North Central San Mateo community and recommend steps to address these needs. The project is part of the Metropolitan Transportation Commission's (MTC) Community-Based Planning Program to look at transportation needs in low income communities. This Existing Conditions Report is the first step in the planning process by providing information about the demographics and travel behavior of North Central San Mateo residents, the transportation infrastructure and services, related plans and programs of other agencies, and an initial assessment of transit gaps.

Project Area

The City of San Mateo is located in the center of San Mateo County. The project area is located in the northern part of the City, and is bordered to the north by Poplar Avenue and U.S. Highway 101, and to the South by the Caltrain railroad tracks, 1st Avenue, Delaware Street, and 5th Avenue. The project area for this plan was defined in consultation with the City of San Mateo and includes U.S. Census Tract 6062 as shown in the map to the right.

Profile of the Project Area

According to the 2000 US Census, the population of the project area is 7,917 people, which is 9% of San Mateo's total population (92,482). The residents of the project area are slightly younger than the City of San Mateo and San Mateo County. The racially diverse nature of the project area differentiates from that of San Mateo. Hispanics/Latinos comprise the majority of the population at 60%, Caucasians account for 12%, Asian Americans at 11% and African Americans at 10%. Twenty-six percent of North Central San Mateo households are considered linguistically isolated and a relatively high percentage of households are below the poverty line when compared to San Mateo and the County. Approximately sixty-three percent of the housing units in the project area are rented by residents in the project area.

Transportation

The City of San Mateo is served by many transit agencies, including SamTrans, AC Transit, and Caltrain (Downtown San Mateo, Hayward Park, and Hillsdale). SamTrans regular fixed routes 53/55, 250, 292, KX run within the project area. The SamTrans Redi-Wheels shuttle service also serves the project area, where residents schedule their trips ahead of time.

The North Central San Mateo neighborhood is bordered by the Downtown San Mateo Caltrain station, yet there is limited bicycle access to this station from the project area.



Eleven percent (11%) of North Central San Mateo households do not have access to a car, which is more than the City of San Mateo (7 %) and San Mateo County (6%). Additionally, residents in the project area use public transportation to get to work at a higher rate (9 %) than the County as a whole (7%). Average commute duration is 27 minutes and is similar to the City and County averages. Based on the facts that the majority of workers in the project area have a commute duration of 30 to 34 minutes and a quarter of workers living in the project area work outside of San Mateo County, one can conclude that many workers are traveling to jobs in San Francisco.

Initial Gaps Analysis

The MTC *Lifeline* report identifies SamTrans Route 292 as a Lifeline Transportation Network route because it serves a pre-defined concentration of CalWorks households, serves essential destinations and is a SamTrans trunkline route. A temporal gap analysis based on hours of operation and frequency of service shows that Route 292 does not represent a temporal gap. The project area is also not specifically identified as a spatial gap in the report.

INTRODUCTION

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

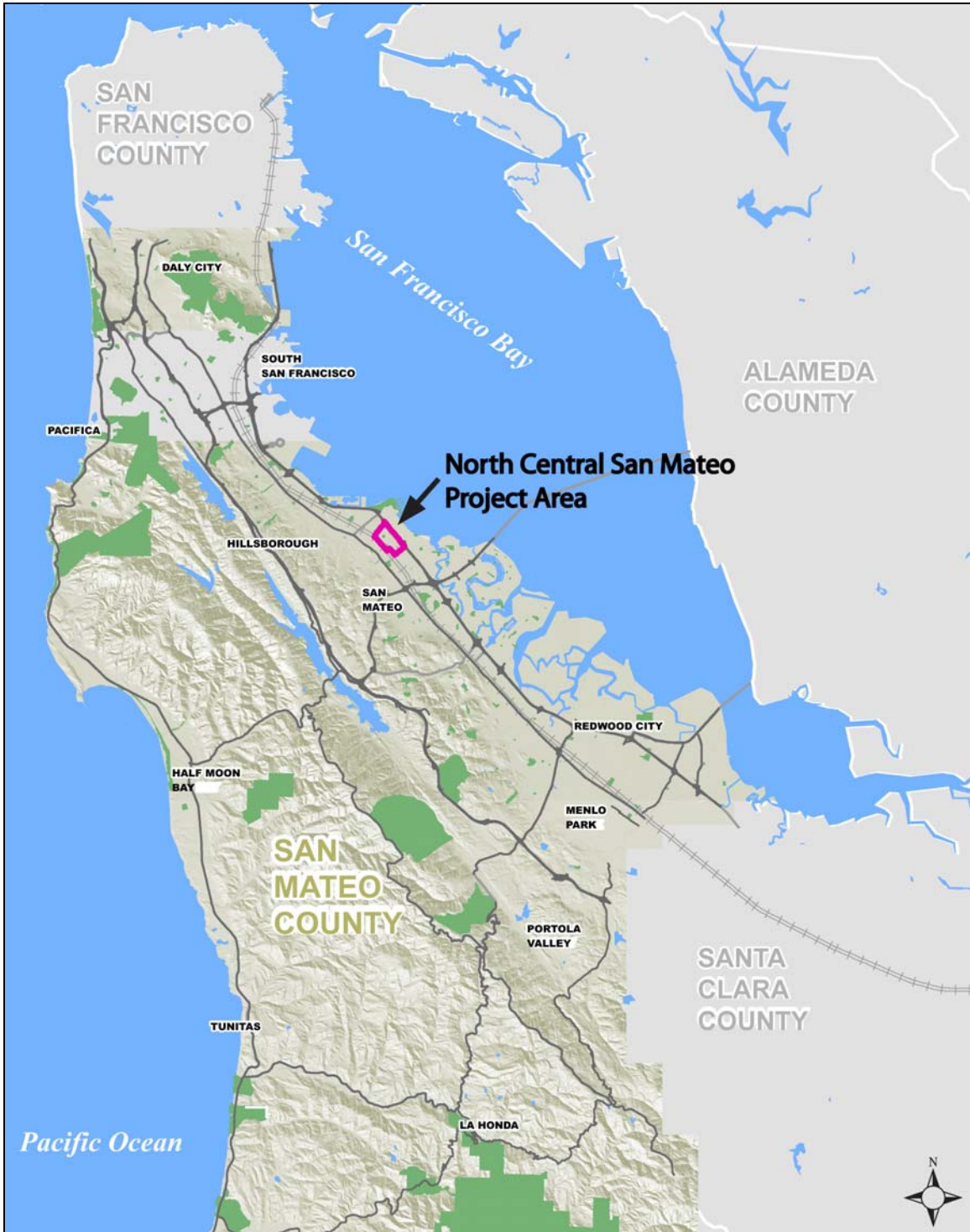
In accordance with MTC Guidelines, this Community-Based Transportation Plan (CBTP) is being conducted under the auspices of the City/County Association of Governments of San Mateo (C/CAG), in its role as the Congestion Management Agency for the county. C/CAG has selected the San Mateo County Transit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

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

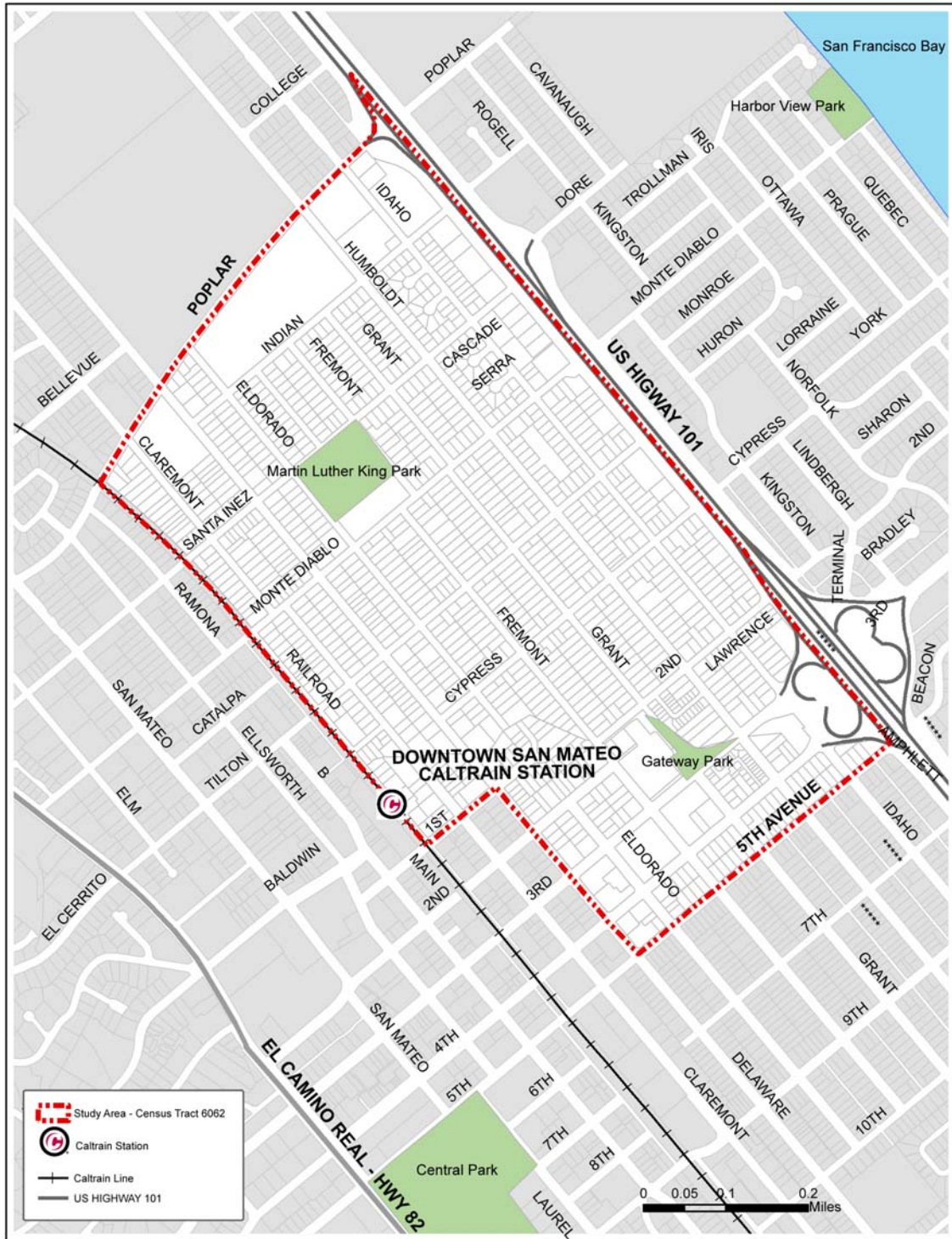
CHAPTER 1 - PROFILE OF THE NORTH CENTRAL SAN MATEO NEIGHBORHOOD

The City of San Mateo is located in the center of San Mateo County. The project area is located in the northern part of the City, and is bordered to the north by Poplar Avenue and to the east by U.S. Highway 101 and to the South by Fifth Avenue and to the west by the Caltrain tracks. The project area for this plan was defined in consultation with the City of San Mateo and includes U.S. Census Tract 6062, as shown in Maps Map 1, Map 2, and Map 3.

Map 1: Project Area in Greater Bay Area



Map 2: Boundaries of the Project Area



Map 3: Project Area Aerial View



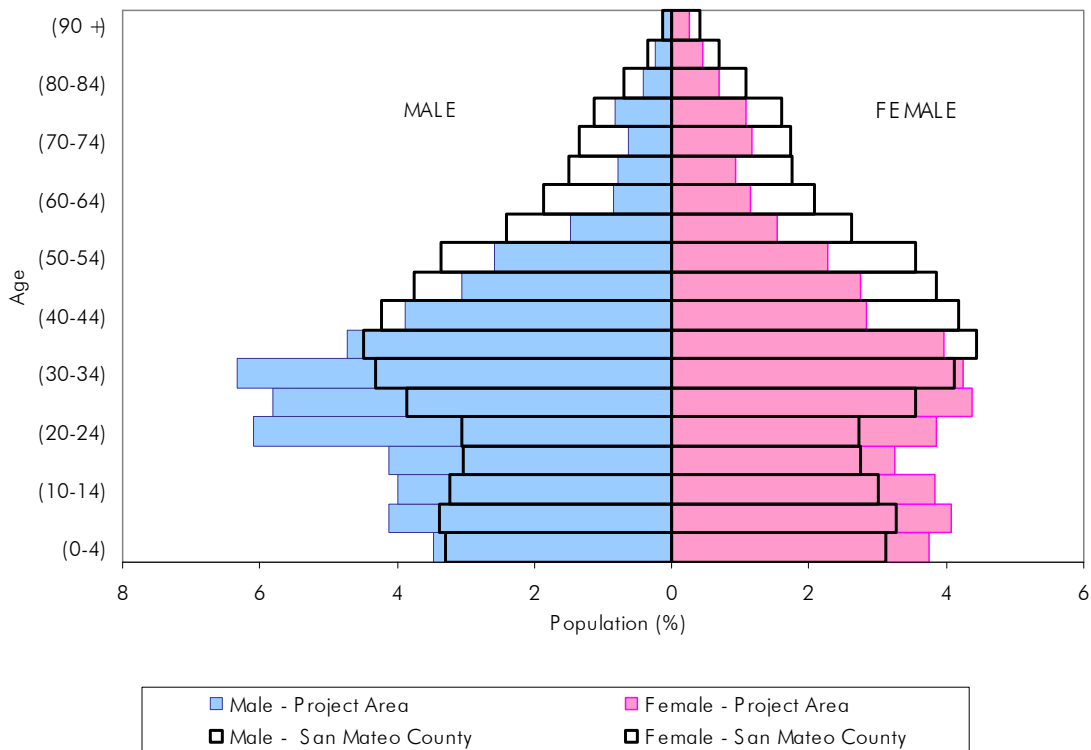
1.1 Population Growth

The total population of this census tract, according to the 2000 U.S. Census, is 7,917, which comprises 9 percent of the City's population (92,482) and 1% of the county's population (707,161). As calculated from U.S. Census data, the city of San Mateo experienced an 8% growth in population between 1990 and 2000, while the project area in the northern part of the City experienced a 13% growth. All demographic data represented in this report is from the 2000 U.S. Census.

1.2 Age

Overall, residents of the project area are younger than those of the City of San Mateo and San Mateo County. The area has a much higher percentage of individuals aged 24 and younger (41%) when compared to the city (28%) and the county (31%), as shown in Figure 1. The age group with the highest percentage of the total population within the project area is the age group between 25 and 34 at 21%, which is higher than the city (18%) and the county (16%). For the age group between 35 and 44, its percentage of the project area at 15.4% is slightly lower than that of the city (17%) and the county (17%). Finally, the project area has a considerably lower percentage of individuals older than 45 compared to the city and the county, with 23% in the project area compared to 38% in the city and 36% in the county.

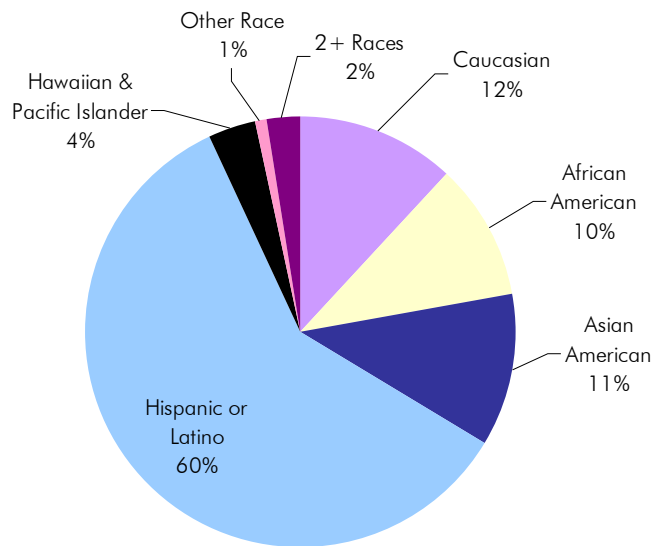
Figure 1: Population Pyramid for the Project Area and the County



1.3 Race

The ethnicity of the project area is diverse, as is the ethnicity of the City of San Mateo and of San Mateo County. However, the ethnic composition of the project area does not reflect that of the city or the county. In the project area, Hispanics/Latinos comprise the majority of the population by race at 60% (4,712 individuals), which is much higher than the proportion of Hispanics/Latinos in the city at 21% and the county at 22% (Figure 2). Caucasians account for the second highest ethnic group in the project area at 12% (952), as compared to a considerably higher 57% Caucasian in the city and 51% Caucasian in the county. Asians comprise 11% (899) of the population, followed by African Americans at 10% (799), Native Hawaiian and Other Pacific Islander at 4% (294), and Multi-racial at 2% (196).

Figure 2: Racial Breakdown of the Project Area



1.4 Linguistic Isolation

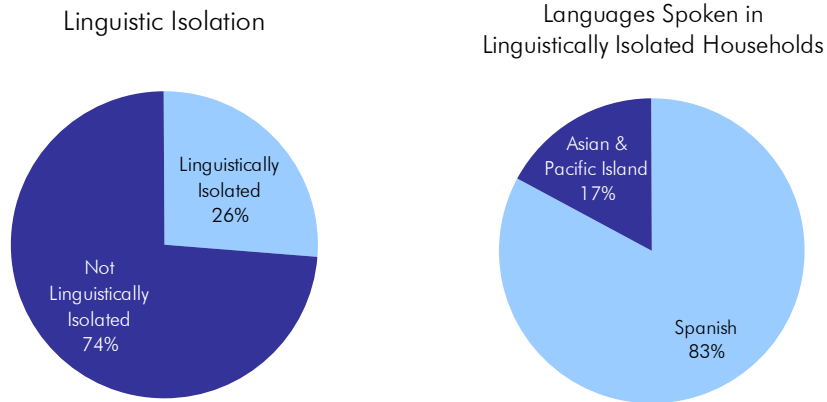
As large numbers of people from other countries have settled in San Mateo County, there are large numbers of people who have a limited ability to speak English or do not speak it at all. For these people, it can be difficult to obtain information about services, including transportation, and it can be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

More than one in four, or 26%, of the project area’s households are linguistically isolated based on the 2000 U.S. Census. Of these 532 linguistically isolated households, 83% (441) of them speak Spanish, while the remaining 17% (91) speak an Asian or Pacific Island language. Figure 3 below illustrates these percentages.

Of the households that speak primarily Spanish, more than half do not include anyone older than 14 who can communicate “very well” in English. Specifically, 441 (52%) of the 842

Spanish-speaking households are considered linguistically isolated. Of the 304 households that speak an Asian or Pacific Island language, 91 (30%) are linguistically isolated.

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

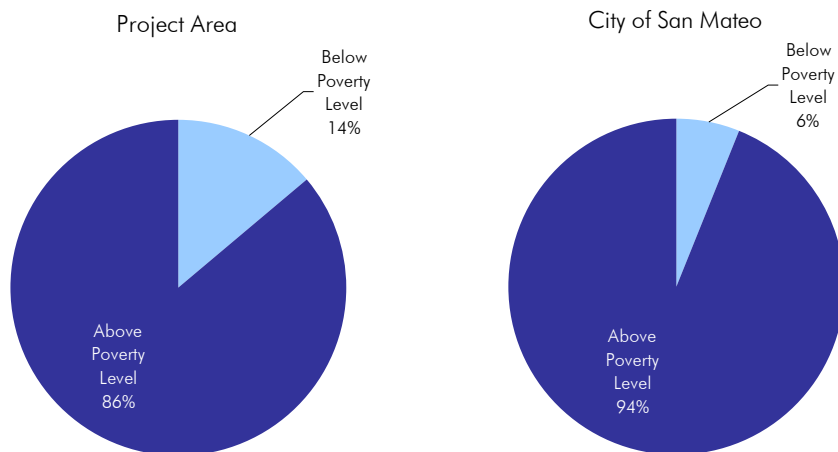


1.5 Incidence of Below Poverty Level Households

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

The percentage of individuals living in poverty in the project area is more than double that of the City of San Mateo and of San Mateo County. Fourteen percent, or 1,095, of the project area's individuals are living below the poverty level (Figure 4), as compared to 6% of individuals in the city and 6% of individuals in the county.

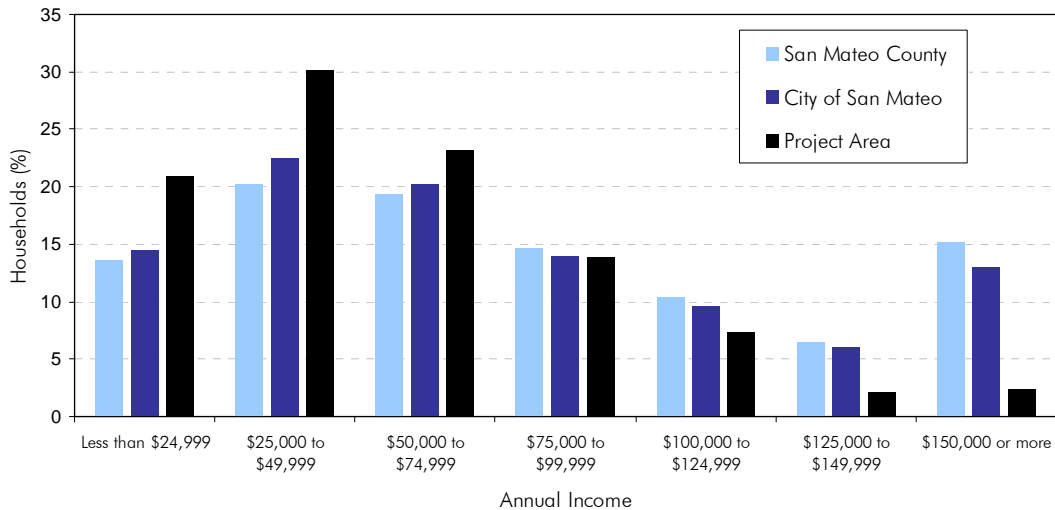
Figure 4: Poverty in the Project Area Compared to Poverty in the City



1.6 Income Levels

The percentage of households with incomes less than \$50,000 annually is considerably higher in the project area (51%) than in the city (37%) and in the county (34%). Eleven percent (11%) of the households in the project area have annual incomes less than \$15,000, as compared to 7% of households in both the city and the county. Nearly one third (30%) of the households in the project area have annual incomes between \$25,000 and \$50,000, while approximately one fifth (22% and 20%, respectively) of households in the City of San Mateo and San Mateo County have incomes within this bracket (Figure 5).

Figure 5: Income Levels in the County, City, and Project Area

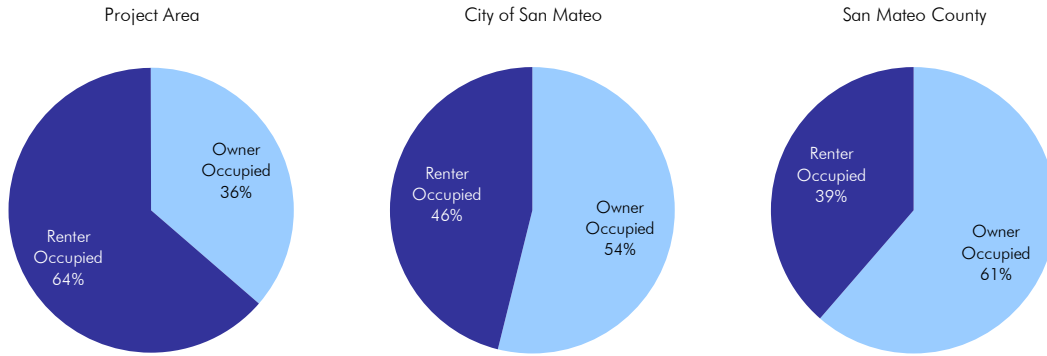


1.7 Housing Unit Tenure

Sixty-three percent of the housing units in the project area are rented by the householder, compared to 46% renting in the city and 39% renting in the county (Figure 6). Most of the renters in the project area are between the ages of 25 and 45. Specifically, 422 (33%) of the 1,278 householders renting a home in the project area are between the ages of 25 and 34, and 368 (29%) are between the ages of 35 and 44.

Of the householders owning their home in the project area, the majority of them are between the ages of 35 and 55, making them somewhat older than the renters in the project area. Specifically, 135 (18%) of the 735 householders who own their home are between the ages of 35 and 44, while 160 (22%) are between the ages of 45 and 54.

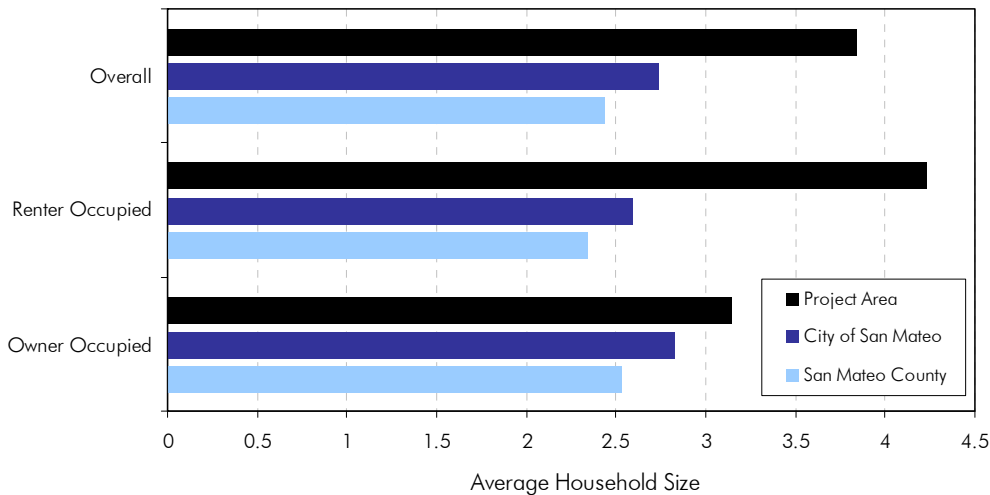
Figure 6: Housing Unit Tenure in the Project Area, City and County



1.8 Average Household Size

In each rented housing unit in the project area, there is an average of 4.23 people, which is considerably higher than the average number of people in rented housing in the city (2.59) and in the county (2.34). For owned housing units, the project area’s average household size at 3.15 is still higher than the city’s (2.83) and the county’s (2.53). Overall, the average household size in the project area is 3.84 people, which is higher than the average household size in the city (2.74) and the county (2.44), as shown in Figure 7.

Figure 7: Average Household Size in the County, City, and Project Area



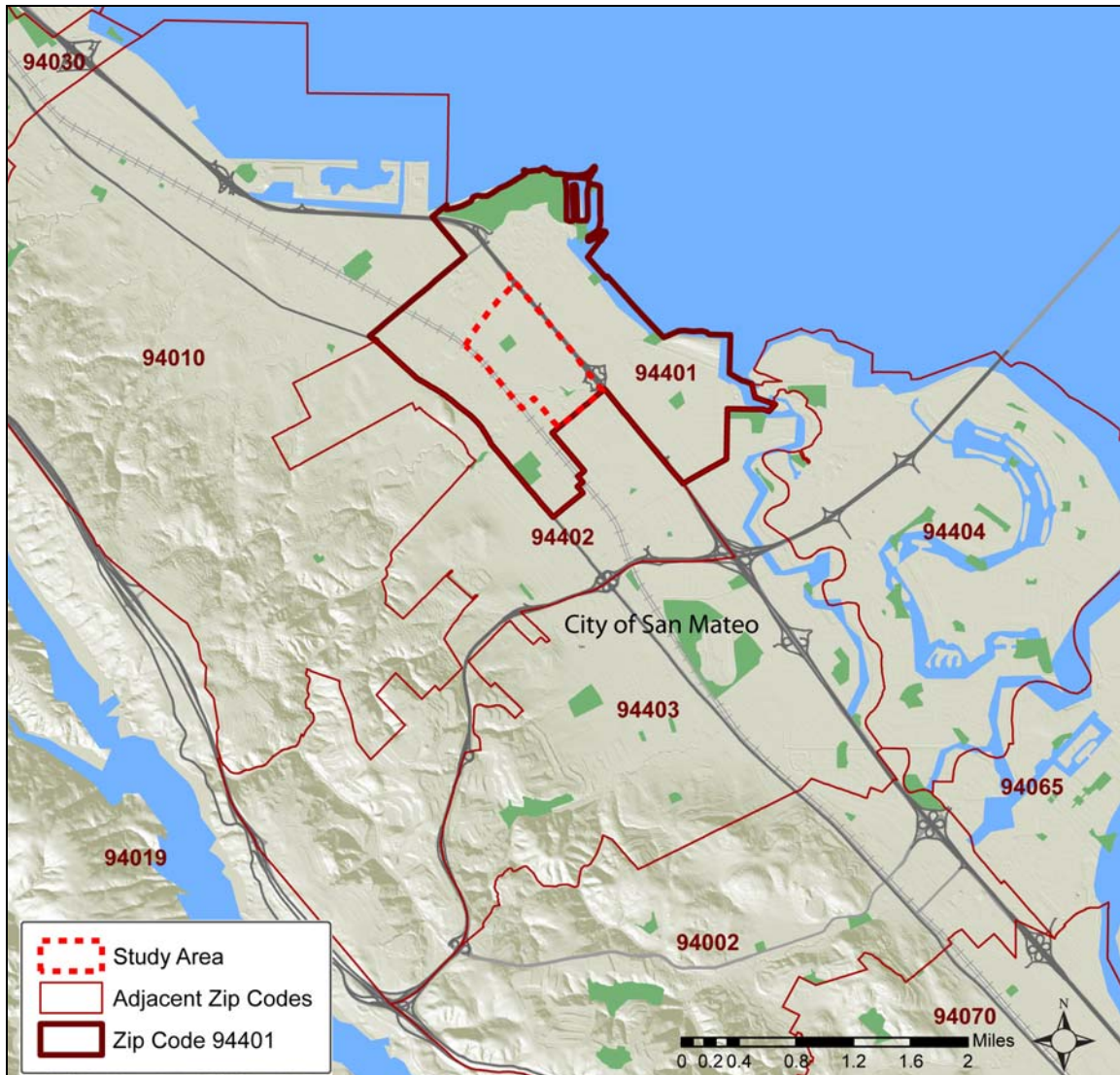
1.9 Public Assistance

The San Mateo County Human Services Agency, or HSA, offers several programs to aid adults, children and families in financial need. Although no data was available specifically for the project area, HSA was able to provide data for Zip Code 94401, which includes the project area (Map 4). According to the 2000 U.S. Census, the project area’s population of 7,882 comprises 24% of the total population in Zip Code 94401 (32,484). Zip Code 94401 consists of 3.11 square miles, and a population that accounts for 9% of the City of San Mateo’s population and 1% of San Mateo County’s population. Within Zip Code 94401,

there are 3,821 households utilizing at least one HSA program, accounting for more than half (55%) of the City of San Mateo's 7,009 such households and 9% of San Mateo County's such households.

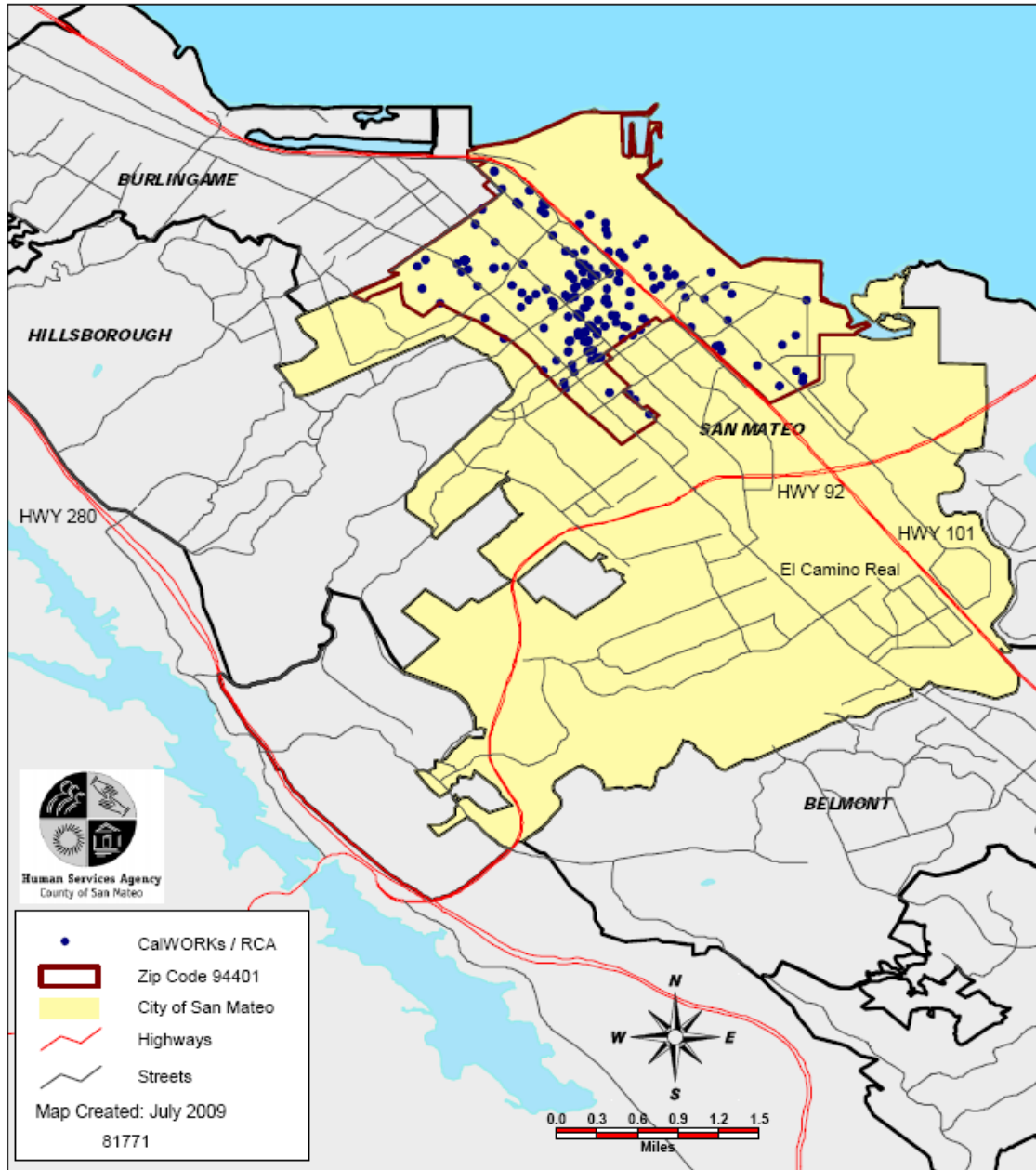
The following map shows the project area in relation to Zip Code 94401.

Map 4: Project Area within Zip Code 94401



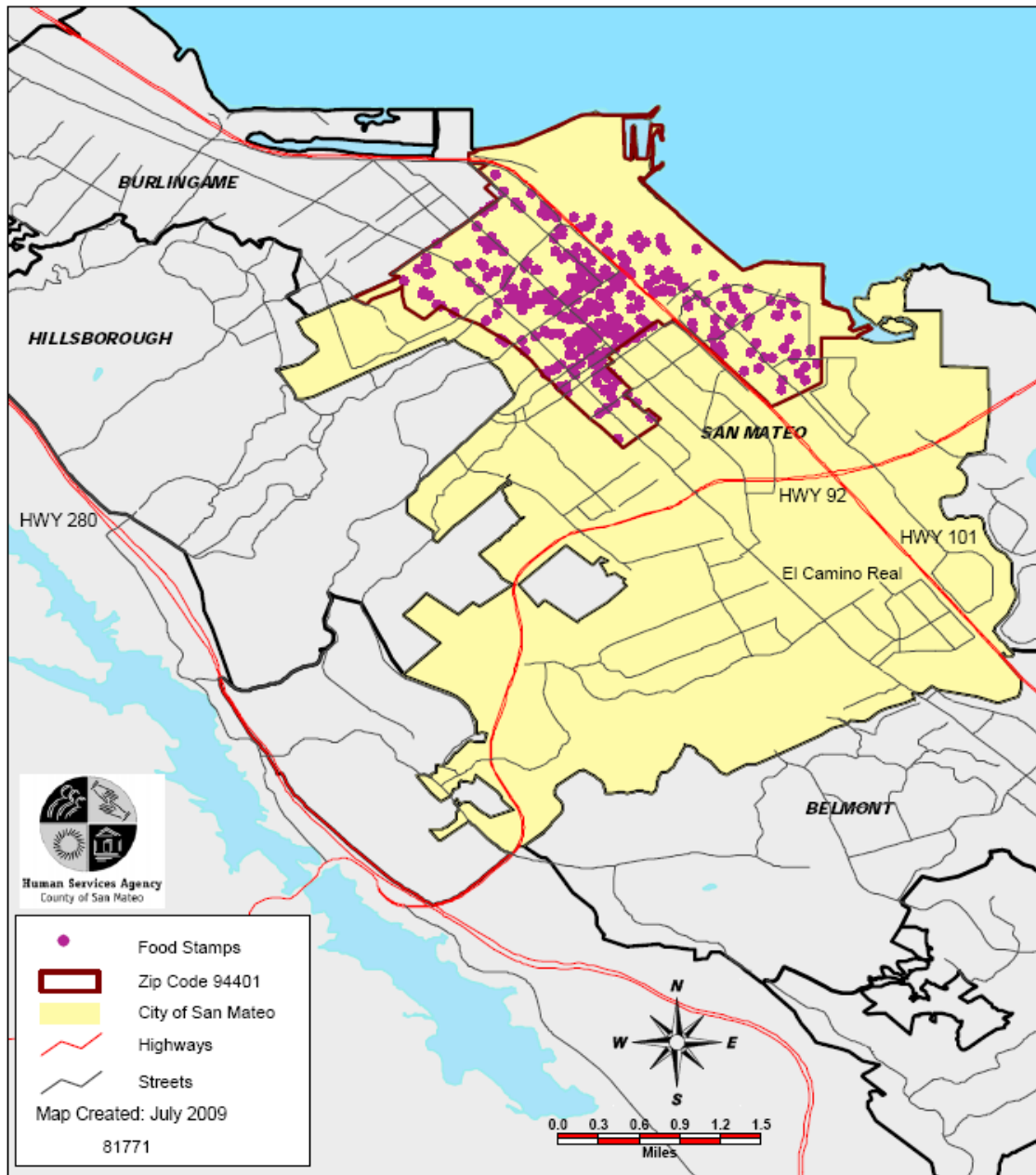
One HSA-offered program is the California Work Opportunity and Responsibility to Kids program, or CalWORKs. This program aims to help families achieve self-sufficiency through employment and temporary cash assistance, as well as child support. According to the Human Services Agency, in June 2009 CalWORKs had a total of 213 cases in Zip Code 94401, which accounted for 62% of the 346 cases in the city and 8% of the 2,532 cases in the county. Map 5 below shows that a higher concentration of CalWORKs cases occurred within the project area compared to the remaining area of Zip Code 94401.

Map 5: CalWORKs Cases within Zip Code 94401



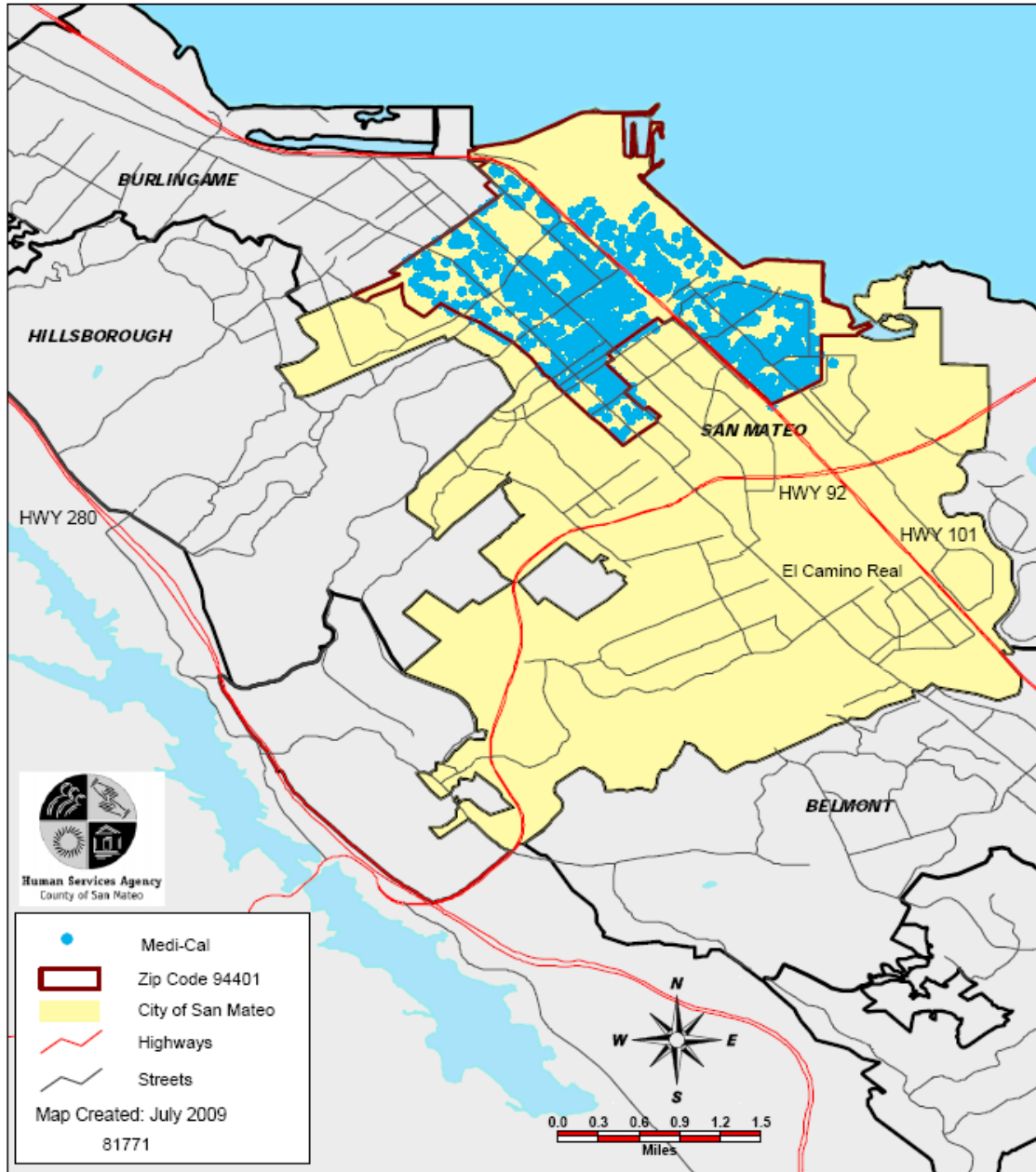
Also in June 2009, there were 588 families in Zip Code 94401 using Food Stamps, which provide assistance with food costs at most grocery stores. These cases made up 64% of the 924 Food Stamp cases in the city and 9% of the 6,499 cases in the county at that time. Map 6 shows a relatively high concentration of Food Stamp cases within the project area compared to the remaining area of Zip Code 94401.

Map 6: Food Stamp Cases within Zip Code 94401



Medi-Cal, California’s Medicaid program provides health care coverage for low-income families, elderly, or disabled individuals who cannot afford health insurance. In June of 2009, there were 2,419 cases of Medi-Cal coverage in Zip Code 94401. These cases comprised 51% of the City’s 4,781 Medi-Cal cases and 8% of the County’s 29,650 cases during that month. Map 7 shows that a high concentration of Medi-Cal cases in Zip Code 94401 lie within the project area.

Map 7: Medi-Cal Cases within Zip Code 94401



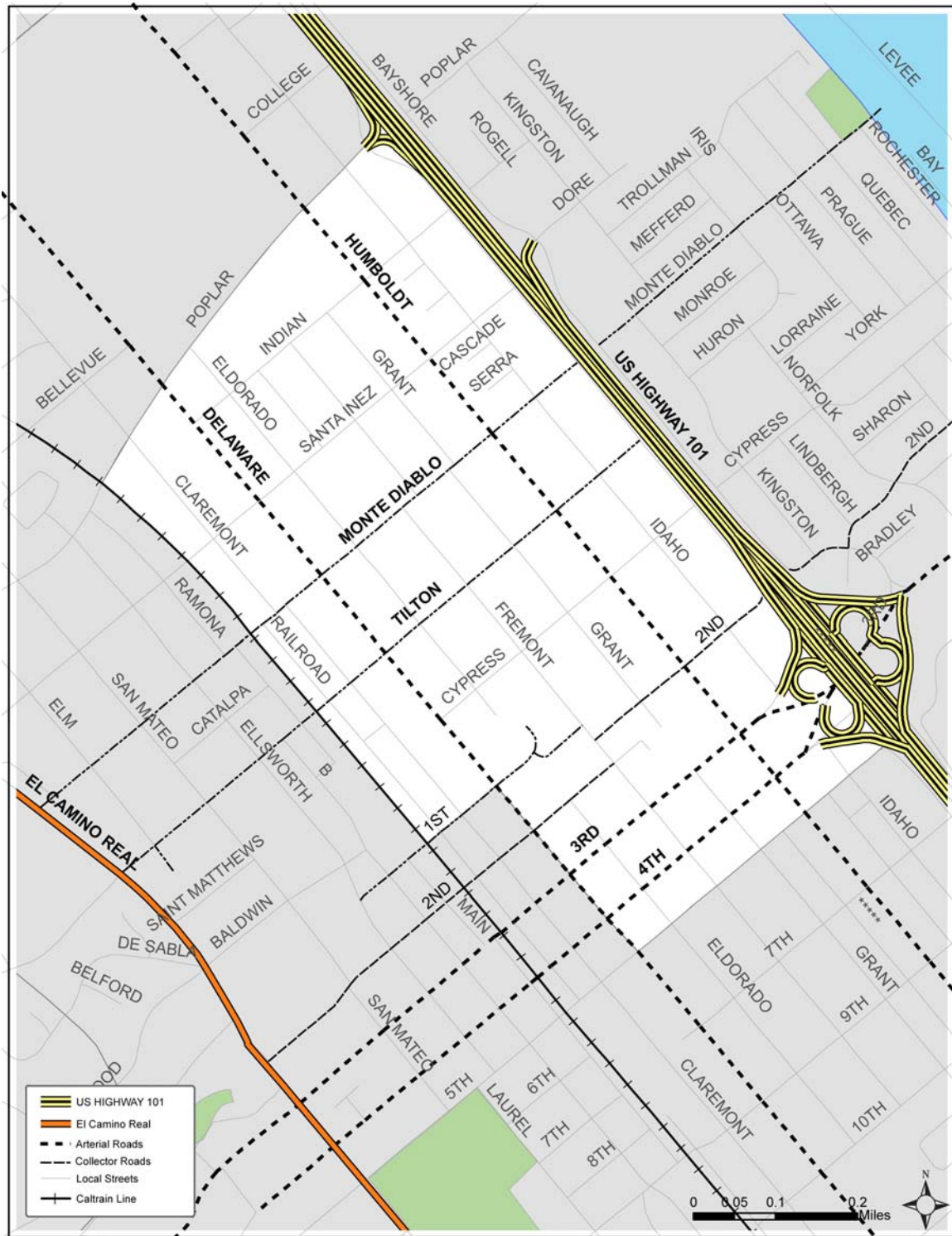
General Assistance for Adults (GA) is a program provided by the Human Services Agency to assist low-income individuals in San Mateo County who are unemployed or unable to work. By providing short-term financial assistance, GA helps these individuals find employment or find help from another source. In June of 2009, there were 104 residents of Zip Code 94401 receiving assistance from GA, which accounted for 82% of the City's 127 GA-assisted individuals and 19% of the County's 558 GA-assisted individuals at that time.

CHAPTER 2 - TRANSPORTATION

2.1 Regional and Local Road Access

The project area, consisting of 0.47 square miles, is bordered by U.S. Highway 101 on its northeastern side and by Poplar Avenue on its northwestern side. Poplar Avenue is considered a main arterial road, defined by the City of San Mateo General Plan as a road that links residential and commercial districts, and that serves relatively short through-traffic needs. Other main arterial roads serving the project area are 3rd and 4th Avenues, Delaware Street, and Humboldt Street, all of which run through the project area (Map 8). The project area also includes several collector roads, defined as roads linking residential districts to arterial roads, but not intended for through-traffic. The collectors that run through the project area are Monte Diablo Avenue, Tilton Avenue, 1st and 2nd Avenues, and Amphlett Boulevard. All other roads within the project area are considered local roads.

Map 8: Roadway Classifications in the Study Area



2.2 Level of Service for Traffic

The level of traffic congestion is measured by Level of Service (LOS) using a ratio of the volume of traffic to the capacity of the roadway. The range in LOS is from A to F, with LOS A characterized as free flowing traffic conditions and progressing to LOS F or “bottleneck” situations. According to the City of San Mateo General Plan, the level of service (LOS) in 2005 for Humboldt Street intersecting with Poplar, 3rd, and 4th Avenues during both AM and PM peak hours was B, C, and B, respectively. Also in 2005, the LOS for Delaware Street intersecting with Poplar, 3rd, 4th, and 5th Avenues during AM peak hours was C, C, B, and B, respectively. During PM peak hours, the LOS for Delaware Street intersecting with 4th Avenue was downgraded from B to C.

2.3 Transit Service Overview

The City of San Mateo is served by two major transit systems: SamTrans and Caltrain. SamTrans operates five routes that serve the project area; two of these are “Caltrain Connection” routes, two are “Express Service” routes, and one is a “Community Service” route that operates only on school days. Also serving the project area is SamTrans’ paratransit service, Redi-Wheels, which provides transit service to passengers who cannot independently ride regular SamTrans buses. Just adjacent to the project area, the San Mateo Caltrain Station provides service every half an hour on weekdays and hourly on weekends. There are currently no community shuttles that serve the project area.

2.4 SamTrans Service and Ridership

The project area is served by four SamTrans routes: 53, 250, 292, and the express route KX (Map 9). The express routes serve the project area by stopping at U.S. Highway 101 and 3rd Avenue on the border of the project area. Express Route KX runs on a 60-minute daily schedule from 5:21 AM to 10:30 PM on weekdays, 6 AM to 9 PM on weekends.

The other three SamTrans routes have more local stops within the project area. Route 292 runs through the project area via Delaware Street on a 30-minute daily schedule, with service hours from 4:45 AM to 12:45 AM on weekdays, 5 AM to 12:45 AM on weekends. Route 250 also runs on a 30-minute daily schedule, and serves the project area via 1st, 3rd, and 4th Avenues. It operates from 6 AM to 10 PM on weekdays, 7 AM to 6 PM on Saturdays, and 9 AM to 5:30 PM on Sundays. Route 53 is a limited service route that runs through the project area along Delaware Street, and operates only on school days during the school year, from 7 to 8 AM and from 1 to 3 PM.

Table 2 on page 29 shows the service area and schedules for each route.

Map 9: SamTrans Fixed Routes Serving North Central San Mateo

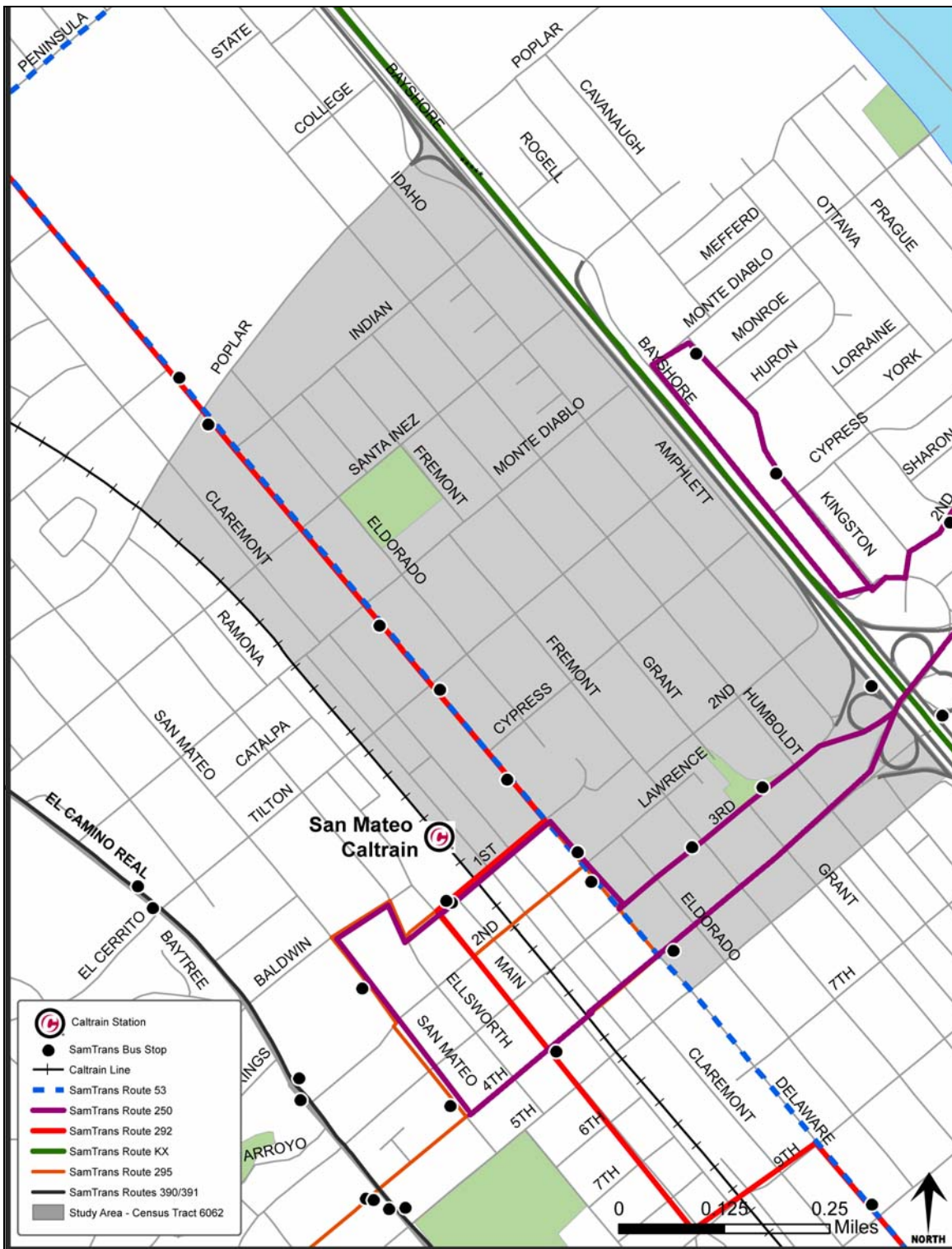


Table 2: SamTrans Routes Serving the Project Area

	SamTrans Route 53	SamTrans Route 250	SamTrans Route 292	Express Route KX
Service Areas	- Laurelwood Ctr - Crystal Springs Ctr - Highlands Rec. Ctr - College of SM	- College of SM - Aragon HS - Senior Ctr - Beresford Rec. Ctr - Hillsdale HS, Ctr - Marina Plaza - Shoreview Ctr - SM Caltrain	- San Francisco - SFO - Brisbane - So. San Francisco - Burlingame - Caltrain - Mills Hospital - Hillsdale Ctr	- San Francisco - San Mateo - Belmont - San Carlos - Redwood City - Menlo Park - Palo Alto
Service in Project Area	Delaware St	1 st , 3 rd , 4 th Aves	Delaware St & 1 st Ave	U.S. Highway 101 at 3 rd Ave
Schedule	School days only, morning & afternoon service, "Community Service" route	Daily, 30 minute frequency	Daily, 30 minute frequency	Daily, 30 minute frequency

Ridership for SamTrans routes serving the project area was analyzed according to the following bus stops:

Route 53

East toward Peninsula/Humboldt:

- Delaware St at 2nd Ave
- Delaware St at Tilton Ave
- Delaware St at Bellevue Ave

West toward Borel Square:

- Delaware St at Poplar Ave
- Delaware St at Monte Diablo Ave
- Delaware St at Cypress Ave
- Delaware St at 2nd Ave

Route 250

East toward San Mateo Caltrain:

- 3rd Ave at Humboldt St
- 3rd Ave at Fremont St
- 1st Ave at B St

West toward the College of San Mateo:

- 1st Ave at B St
- 4th Ave at Delaware St
- 4th Ave at Grant St

Route 292

North toward San Francisco:

- 1st Ave at Main St
- Delaware St at Tilton Ave
- Delaware St at Monte Diablo Ave
- Delaware St at Bellevue Ave

South toward San Mateo:

- Delaware St at Poplar Ave
- Delaware St at Monte Diablo Ave
- Delaware St at Cypress Ave
- 1st Ave at Main St

Express Route KX

North toward San Francisco:

- U.S. Highway 101 at 3rd Ave

South toward Palo Alto:

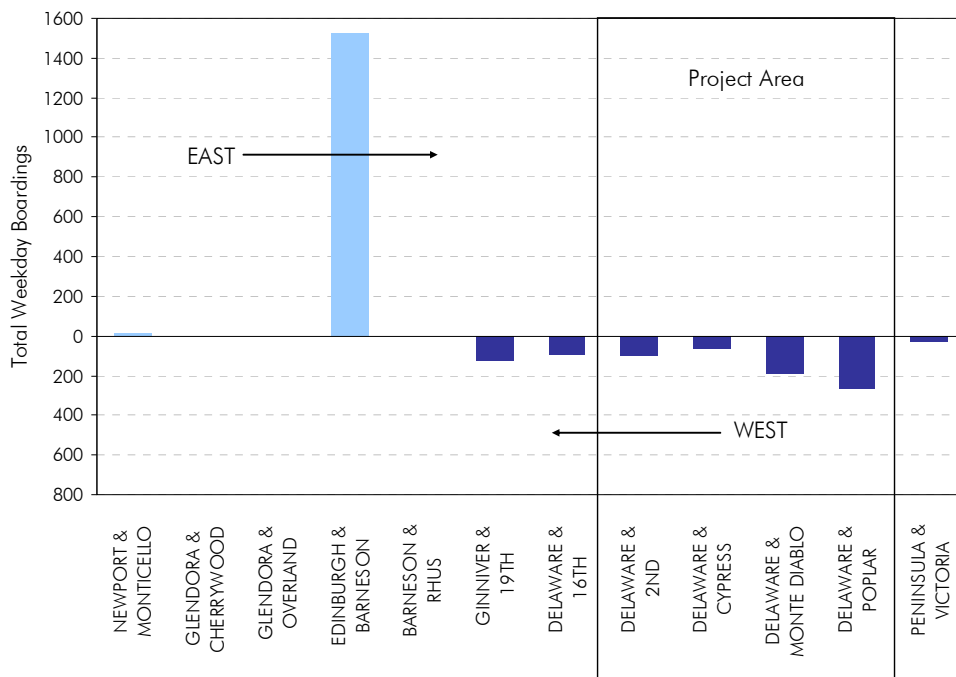
- U.S. Highway 101 at 3rd Ave

In the following sections, the ridership for these routes is analyzed by individual route in terms of boardings and fare classifications, and then presented in summary maps.

Route 53

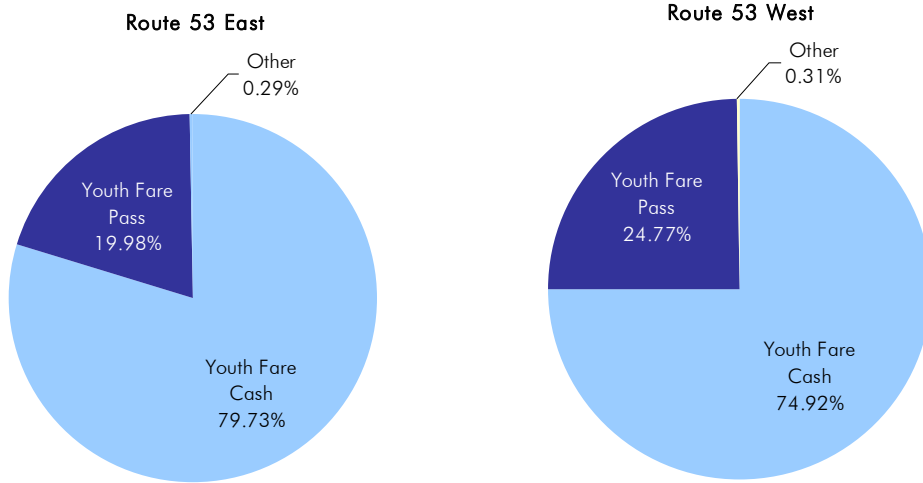
Ridership data suggests that the main use of SamTrans Route 53 is service to and from Borel Middle School in San Mateo. On its eastbound school day afternoon trips in May of 2009, Route 53 had a total of 1,525 boardings, with 1,512 (99%) of these boardings occurring at the bus stop by Borel Middle School (Figure 8). On its westbound morning trips during the same month, the route had a total of 884 boardings, with all boarding locations occurring before the Borel Middle School stop. Popular boarding locations included Delaware Street and Poplar Avenue with 266 boardings (30%), Delaware Street and Monte Diablo Avenue with 186 boardings (21%), and Ginniver Street and 19th Avenue with 128 boardings (14%). A total of 624 westbound boardings occurred within the project area, accounting for 71% of all westbound boardings for the route.

Figure 8: Route 53 - Total Weekday Boardings, Eastbound and Westbound



Traveling eastbound during May of 2009, only 0.29% of all weekday boardings were by non-youth fares (Figure 9). The remaining 99.71% of eastbound boardings were split among youth fares paying in cash (79.73%) and by pass (19.98%). Traveling westbound, boardings were still overwhelmingly paid by youth fares. Specifically, 74.92% paid a youth fare in cash, 24.77% paid a youth fare by pass, and only 0.31% paid a non-youth fare. The fare classifications for each stop in the project area were very similar to those just discussed.

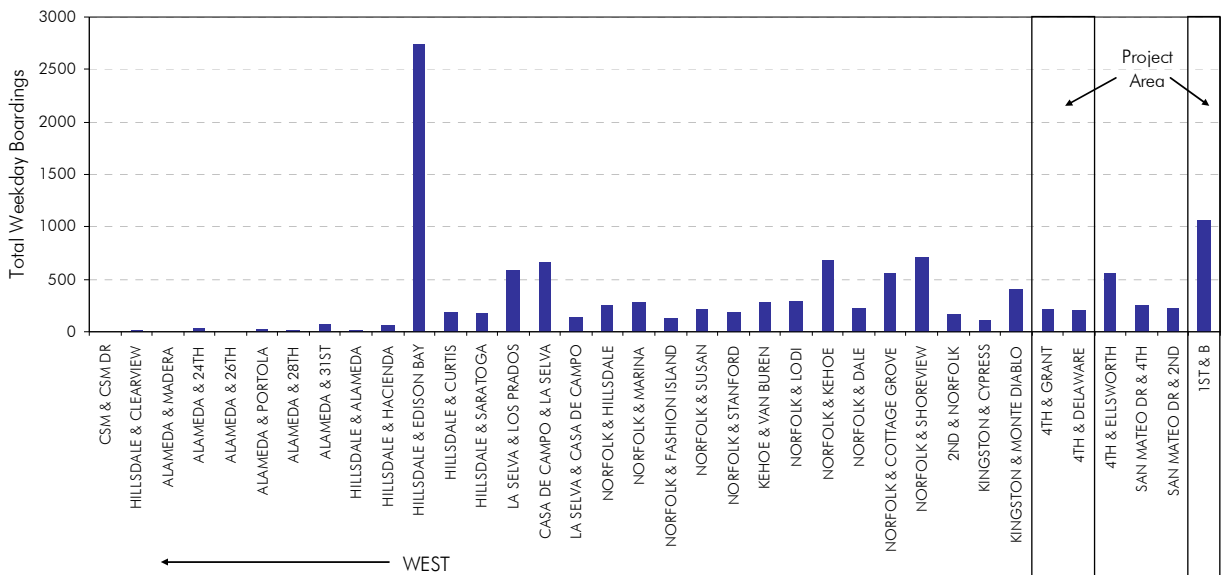
Figure 9: Route 53 Fare Classification - East and West



Route 250

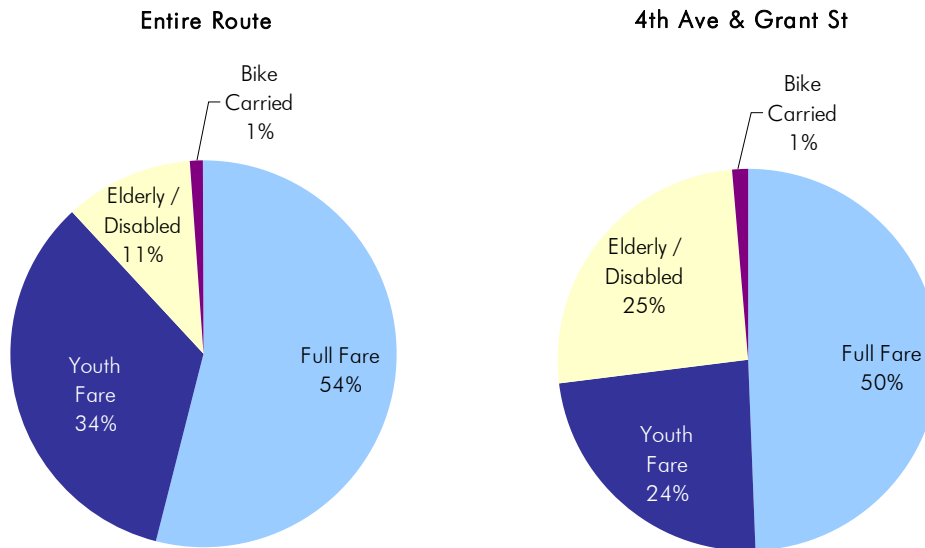
In its westbound direction, with destinations including Hillsdale Shopping Center and the College of San Mateo, SamTrans Route 250 had a total of 11,818 weekday boardings during May of 2009. Popular boarding locations were Hillsdale Shopping Center with 2,741 boardings (23%) and the San Mateo Caltrain Station at 1st Avenue and B Street with 1,069 boardings (9%), as shown in Figure 10. Although the bus stop at the San Mateo Caltrain Station is not located within the project area, it is less than one block from the project area’s southwestern border, making it a stop that may serve project area residents. Including this stop, Route 250 has three westbound stops serving the project area. During May of 2009, these stops accounted for 1,490 (13%) of all westbound boardings for the route.

Figure 10: Route 250 - Total Weekday Boardings, Westbound



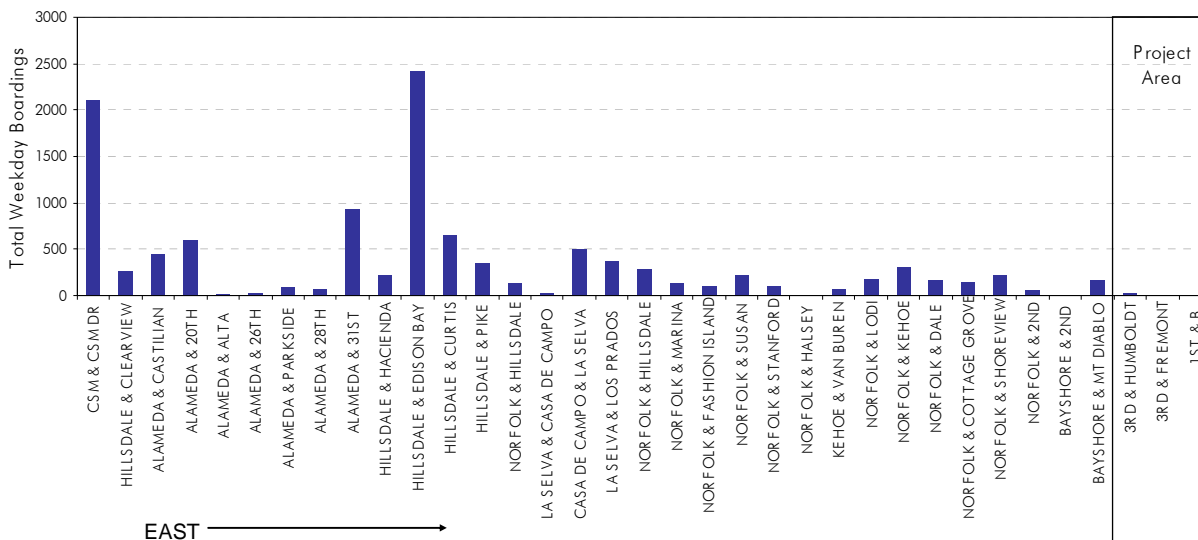
Of all westbound weekday boardings for Route 250, 11% paid a senior or disabled fare, while a more substantial 25% of the passengers boarding at 4th Avenue and Grant Street in the project area paid this fare (Figure 11). 34% of all westbound boardings paid a youth fare, compared to a lesser 24% of boardings at 4th Avenue and Grant Street. Overall, the three westbound stops within the project area had a greater percentage of elderly or disabled passengers, a smaller percentage of youth passengers, and similar percentages of adult and bike passengers.

Figure 11: Route 250 Westbound Fare Classification - Entire Route vs. 4th Ave & Grant St



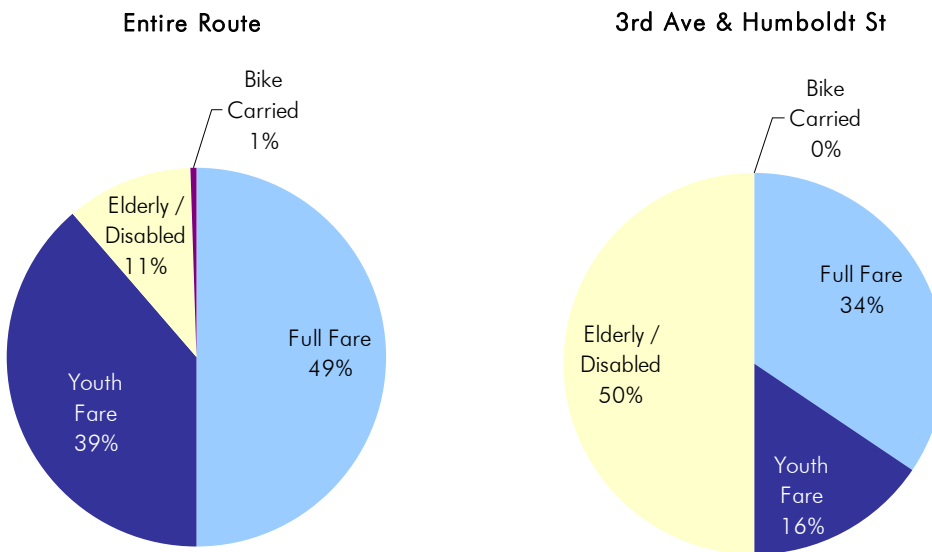
Since the eastbound direction of the route ends in the project area, it is logical that there were very few boardings at the three stops within the project area for this direction. 3rd Avenue and Humboldt Street was the only stop within the project area to experience eastbound boardings, with 28 during May of 2009. Of the 11,483 total eastbound weekday boardings, common boarding locations included Hillsdale Shopping Center with 2,427 boardings (21%), the College of San Mateo with 2,103 boardings (18%), and Hillsdale High School at Alameda de las Pulgas and 31st Avenue with 936 boardings (8%), as shown in Figure 12.

Figure 12: Route 250 - Total Weekday Boardings, Eastbound



Of the eastbound weekday boardings at 3rd Avenue and Humboldt Street in the project area, 50% paid a senior or disabled fare, compared to 11% of all eastbound boardings for the route (Figure 13). 16% of the 3rd Avenue and Humboldt Street boardings paid a youth fare and 34% paid a full fare, compared to 39% and 49% of all eastbound boardings paying youth and full fares, respectively.

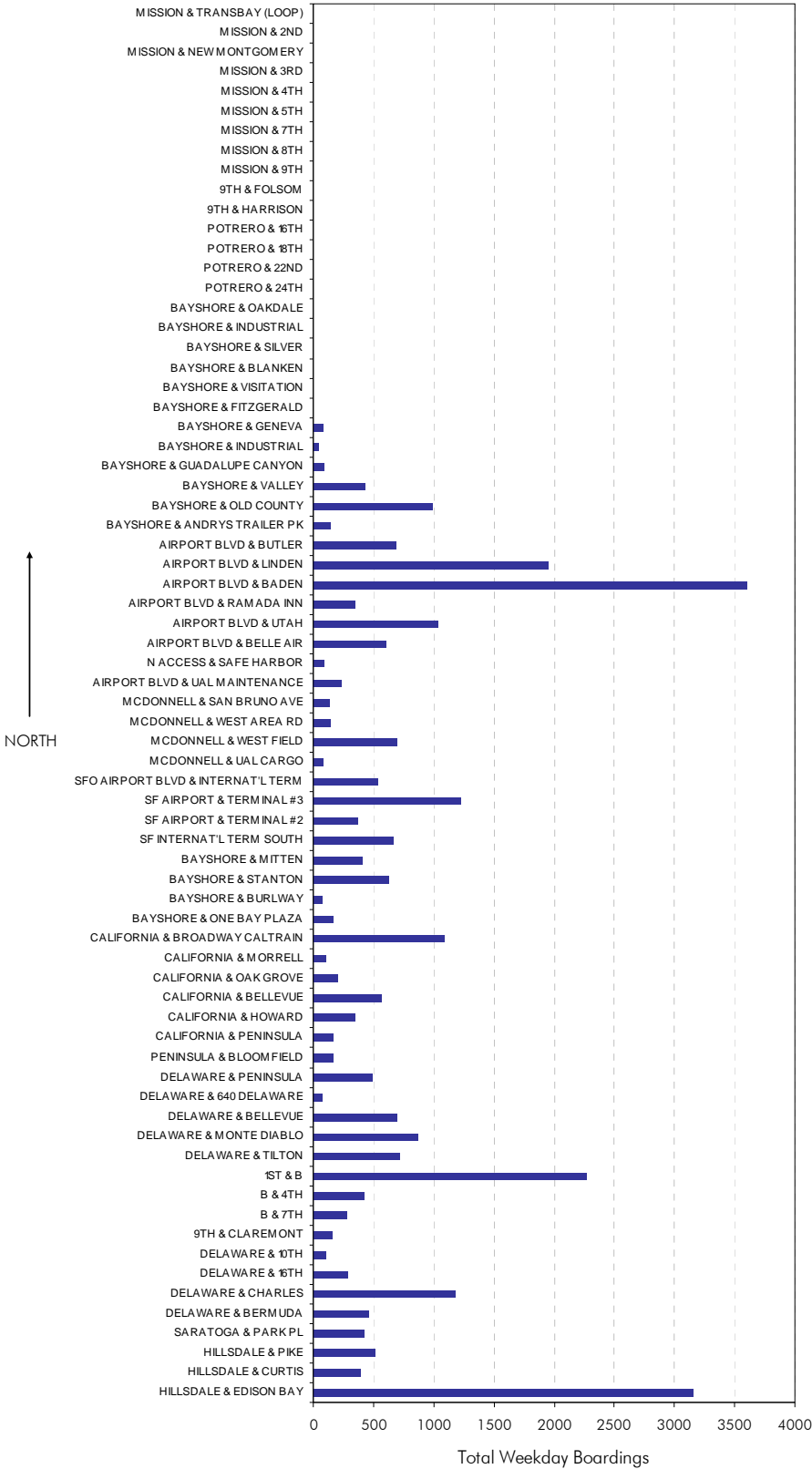
Figure 13: Route 250 Eastbound Fare Classification - Entire Route vs. 3rd Ave & Humboldt St



Route 292

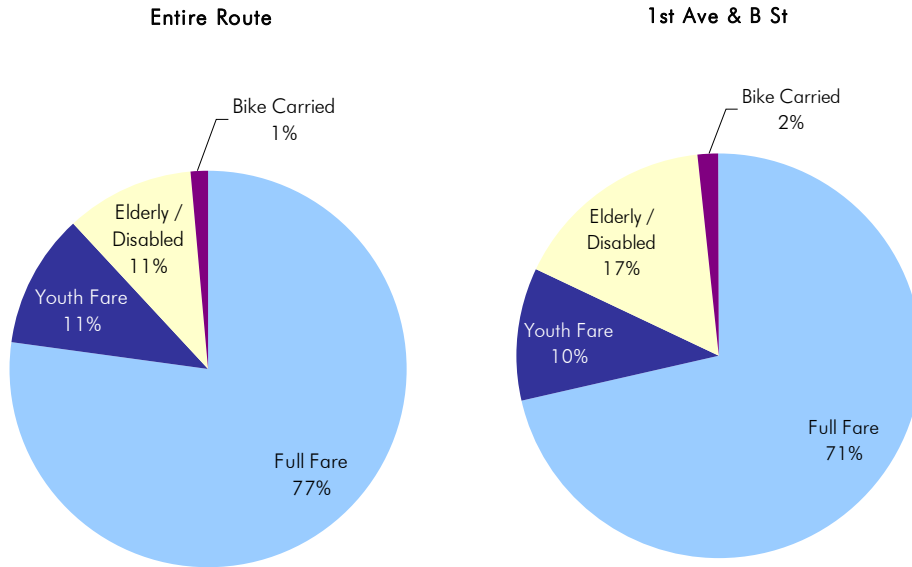
In its northbound direction, SamTrans Route 292 had a total of 30,551 weekday boardings during May of 2009 (Figure 14). The locations with the highest number of boardings for that month were the intersection at Airport Boulevard and Baden Avenue in South San Francisco with 3,598 boardings (12%), Hillsdale Shopping Center with 3,153 boardings (10%), and the San Mateo Caltrain Station at 1st Avenue and B Street with 2,273 boardings (7%). 4,554 boardings occurred in the project area, accounting for 15% of all northbound weekday boardings for the route.

Figure 14: Route 292 - Total Weekday Boardings, Northbound



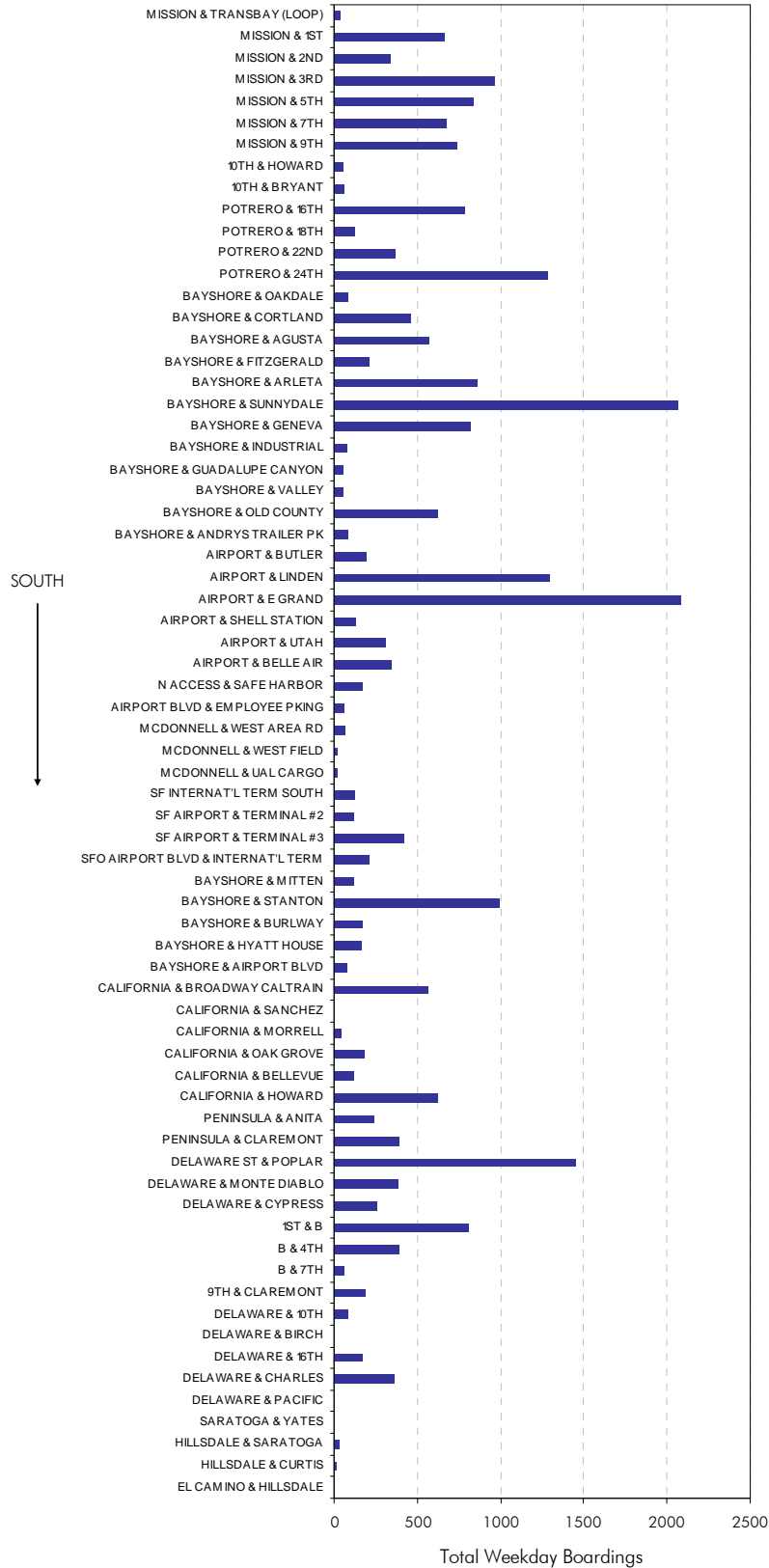
While 11% of all northbound weekday boardings for Route 292 paid a senior or disabled fare during May of 2009, a greater 17% of boardings at the 1st Avenue and B Street stop, which lies just outside the project area, paid this fare (Figure 15). There was also a greater percentage of bicycle carriers at 1st Avenue and B Street during this month with 2% of boardings, compared to 1% of all northbound weekday boardings for the route. Full and youth fares were less frequent at this stop than for the entire route, with 71% and 10% at the stop compared to 77% and 11% for the entire route in full and youth fares, respectively.

Figure 15: Route 292 Northbound Fare Classification - Entire Route vs. 1st Ave & B St



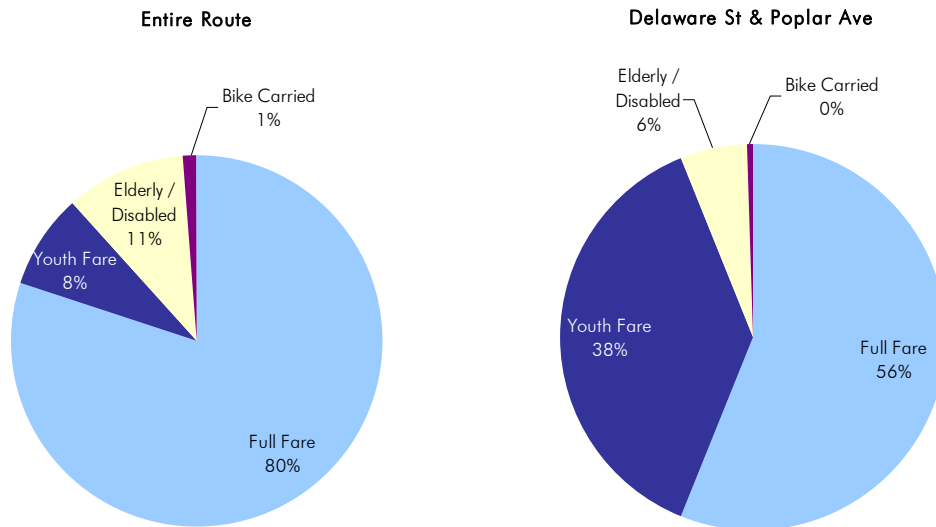
In its southbound direction, the route had a total of 26,454 weekday boardings during May of 2009 (Figure 16). Of these boardings, 2,082 (8%) occurred at Airport Boulevard and Grand Avenue, 2,066 (8%) occurred at Bayshore Boulevard and Sunnydale Avenue, 1,450 (5%) occurred at Delaware Street and Poplar Avenue in the project area, and 1,296 occurred at Airport Boulevard and Linden Avenue. 2,895 (11%) of all southbound weekday boardings occurred among the four stops in the project area.

Figure 16: Route 292 - Total Weekday Boardings, Southbound



At the Delaware Street and Poplar Avenue stop in the project area, there was a much greater percentage of youth fares for southbound passengers than for the entire southbound Route 292; 38% of boardings at the stop paid a youth fare compared to only 8% of all southbound boardings (Figure 17). This difference may be due in part to the close proximity of San Mateo High School to the stop. There was smaller percentage of all other fares at the Delaware Street and Poplar Avenue stop compared to the entire southbound route.

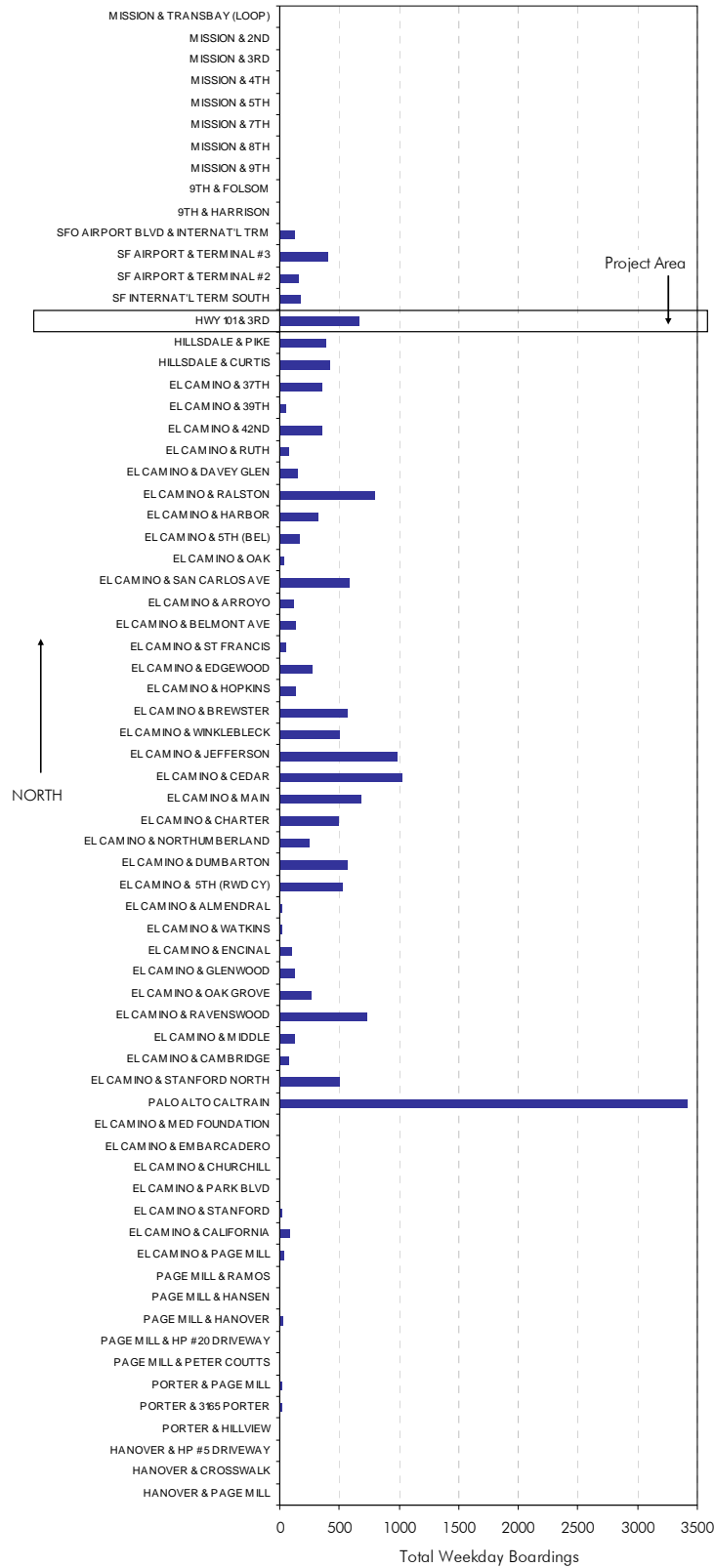
Figure 17: Route 292 Southbound Fare Classification - Entire Route vs. Delaware St & Poplar Ave



Express Route KX

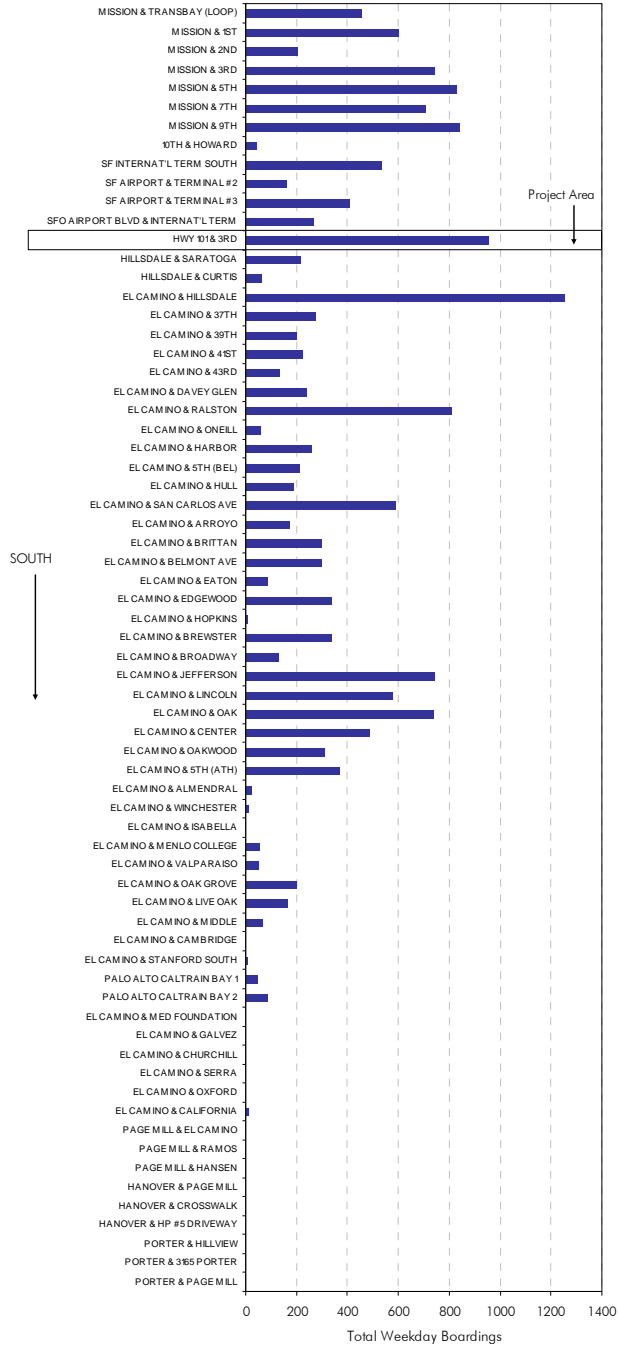
Traveling northbound, SamTrans Express Route KX experienced a total of 17,249 weekday boardings during May of 2009 (Figure 18). The greatest number of boardings occurred at the Palo Alto Caltrain Station with 3,423 boardings (20%), followed by the stop at El Camino Real and Cedar Street with 1,024 boardings (6%) and the stop at El Camino Real and Jefferson Avenue with 981 boardings (6%). The stop serving the project area for this route – the stop at U.S. Highway 101 and 3rd Avenue – experienced 666 (4%) of these northbound boardings.

Figure 18: Express Route KX - Total Weekday Boardings, Northbound



Traveling southbound, the route experienced 17,150 total weekday boardings during May of 2009 (Figure 19). The locations with the most boardings for that month were El Camino Real and Hillsdale Boulevard with 1,255 boardings (7%), U.S. Highway 101 and 3rd Avenue – the stop that serves the project area for this route – with 959 boardings (6%), Mission Street and 9th and 5th Streets with 842 and 830 boardings (5%) respectively, and El Camino Real and Ralston Avenue with 810 boardings (5%).

Figure 19: Express Route KX - Total Weekday Boardings, Southbound



2.5 Redi-Wheels Paratransit Service and Use

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

There are currently 1,207 registered Redi-Wheels riders living in the City of San Mateo, which represents 18% of San Mateo County's 6,651 eligible passengers. In the month of June 2009, there were 4,094 arranged trips through Redi-Wheels originating in the City of San Mateo, with 1,592 (39%) of these trips having a destination still within the City of San Mateo. Other common destinations originating in the City of San Mateo were Senior Focus in Burlingame (an adult day health program) with 347 trips (8% of total trips), Mills Hospital in San Mateo with 135 trips (3% of total trips), and San Carlos Adult Day Care with 127 trips (3% of total trips).

Redi-Wheels use by residents of the project area is somewhat low on a per capita basis. Of the 4,094 Redi-Wheels trips occurring in the City of San Mateo in June 2009, 286 trips (7%) originated in the project area. Popular destinations included the Redwood City Kaiser Medical Center, Mills Hospital in San Mateo, the San Mateo Dialysis Center, the Martin Luther King, Jr. Center, and the San Bruno Senior Center.

2.6 Caltrain Service and Ridership

The closest Caltrain station to the residents of the project area is the San Mateo Caltrain Station, located on First Avenue near its intersection with Main Street. To travel to this Caltrain Station via public transit, residents of the project area can take SamTrans Route 292 from Delaware Street or SamTrans Route 250 from Humboldt Street.

Southbound Travel

According to a Caltrain study in 2001, an average of 367 Caltrain riders travel southbound from the San Mateo Station during AM peak hours on an average weekday (Figure 20). Of these 367 riders, 60 (16%) of them disembark at the Redwood City Station, while 51 (14%) disembark at the Palo Alto Station and 36 (10%) disembark at the Menlo Park Station. The next most popular disembarking stations are at Mountain View, San Carlos, Belmont, and California Avenue, with 30 (8%), 26 (7%), 22 (6%), and 22 of the San Mateo southbound AM riders, respectively. During AM peak hours, 119 southbound riders from the northern stations disembark at the San Mateo Station.

Traveling southbound during weekday PM peak hours, an average of 189 passengers board at the San Mateo Station (Figure 21). Of these 189 riders, 26 (14%) of them disembark at the Redwood City Station, while 24 (13%) disembark at the Menlo Park Station and 23 (12%) disembark at the Palo Alto Station. After these top stations, the most popular stations where riders disembark are Atherton and Mountain View, with 19 (10%) and 18 riders disembarking at these stations, respectively. During PM peak hours, 337 southbound riders from the northern stations disembark at the San Mateo Station.

Northbound Travel

There are nine Caltrain stations north of the San Mateo Station. During weekday AM peak hours, an overwhelming majority of the northbound riders boarding at the San Mateo Station disembark at the 4th & King Station. Specifically, an average of 240 (82%) of the 293 northbound riders travel to the 4th & King Station, while the next most popular station where northbound riders disembark is at the South San Francisco Station, accounting for 19 (7%) of the riders. An average of 187 northbound riders originating from stations to the south disembark at the San Mateo Station during AM peak hours.

During weekday PM peak hours, an average of 80 (52%) of the 156 northbound riders boarding at the San Mateo Station travel to the 4th & King Station, while 18 (11%) of the northbound riders travel to the San Bruno Station, 16 (10%) travel to the 22nd Street Station, and 12 (8%) travel to the Burlingame Station. On average, 332 northbound riders from the southern stations disembark at the San Mateo Station during PM peak hours.

Figure 20: Caltrain Destinations - AM Peak

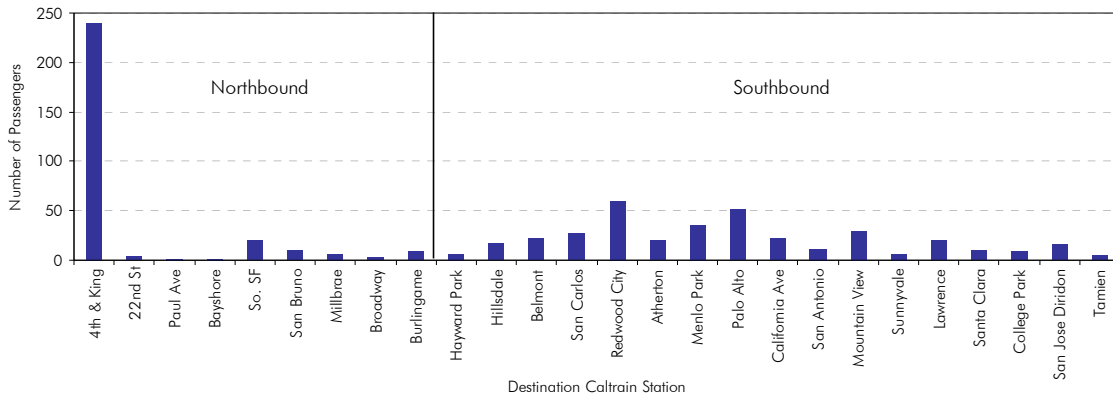
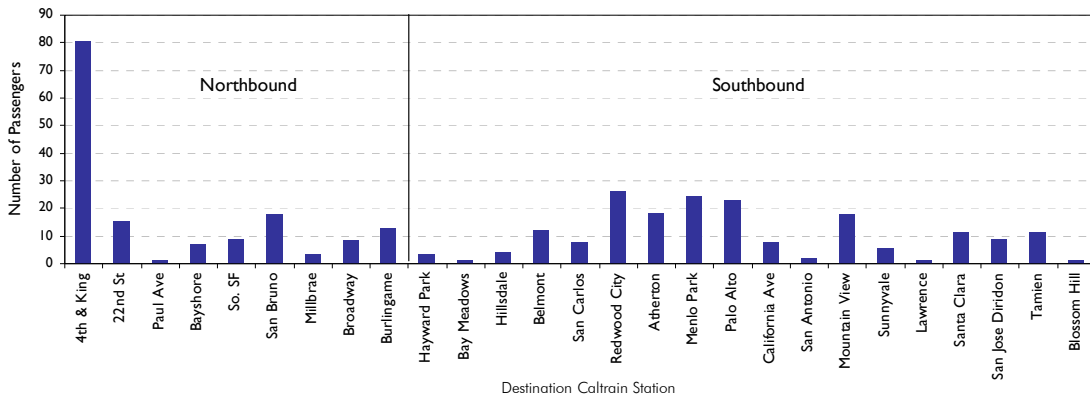


Figure 21: Caltrain Destinations - PM Peak



Station Access

According to a Caltrain Station Access Study in 2003, automobile access to the San Mateo Caltrain Station includes access from parked automobiles and automobile drop off. Parking at the station is located in two lots – a surface lot, with a capacity of 73 vehicles, and an underground lot, with a capacity of 164 vehicles. There is also an auto pick-up and drop-off area at the station.

Non-automobile access to the station includes fixed route transit, walking, and bicycling. The nearest bus stop is less than 500 feet from the train platform, located just west of the station on First Avenue. However, there is no shelter at this stop. Buses do not currently enter the San Mateo Caltrain Station; however, if fixed route transit were planned to enter the San Mateo Station in the future, there is a large arcade on the west side of the station that would provide shelter for waiting passengers.

According to the 2008 Caltrain Bicycle Parking and Access Plan, primary bicycle access to the San Mateo Caltrain Station is from First Avenue, which is at the opposite end of the station from the bicycle car. There is a fence that borders the station on its eastern side, preventing bicyclists and pedestrians from accessing the station directly from the project area. In regards to bicycle parking and storage, bicycle racks and rentable bicycle lockers are available at the station, although the racks are not easily accessible due to their close proximity to a wall.

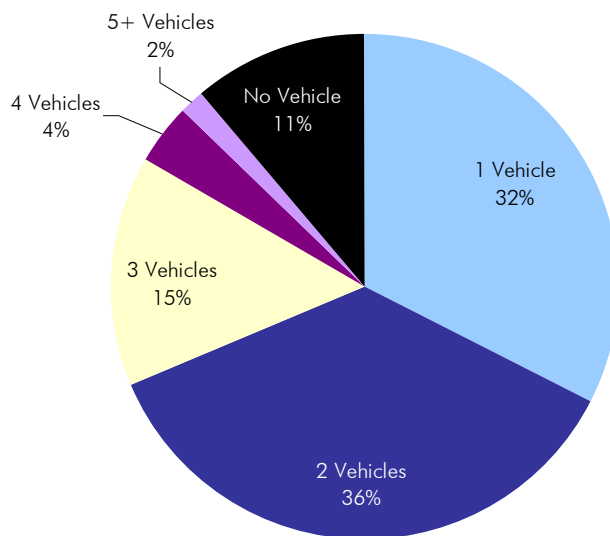
On an average weekday during AM peak hours, 57% of riders arrive at the San Mateo Caltrain Station by non-automobile modes. Specifically, 44% of riders arrive by foot, 7% by bicycle, and 6% by fixed route transit. The remaining 43% of riders arrive by automobile, with 30% of riders parking at the station and 13% getting dropped off.

By comparison, 92% of all egresses at the San Mateo Caltrain Station are by non-automobile modes. Specifically, 53% of riders walk, 12% bicycle, and 27% use fixed route transit to get from the station to their destination. This leaves 8% of riders who egress by automobile.

2.7 Vehicle Availability

Eleven percent (11%) of the households in the project area do not have access to a car (Figure 22), compared to 7% in the City of San Mateo and 6% in San Mateo County. Taking race into consideration, 10% (89) of the 868 Hispanic households in the project area do not have access to a car, while 19% (66) of the 347 Asian households and 53 (17%) of the 321 African American households do not have access to a car. Overall, 223 households in the project area do not have access to a car; 40% of those households are Hispanic, 30% are Asian, and 24% are African American.

Figure 22: Household Vehicle Availability in the Project Area

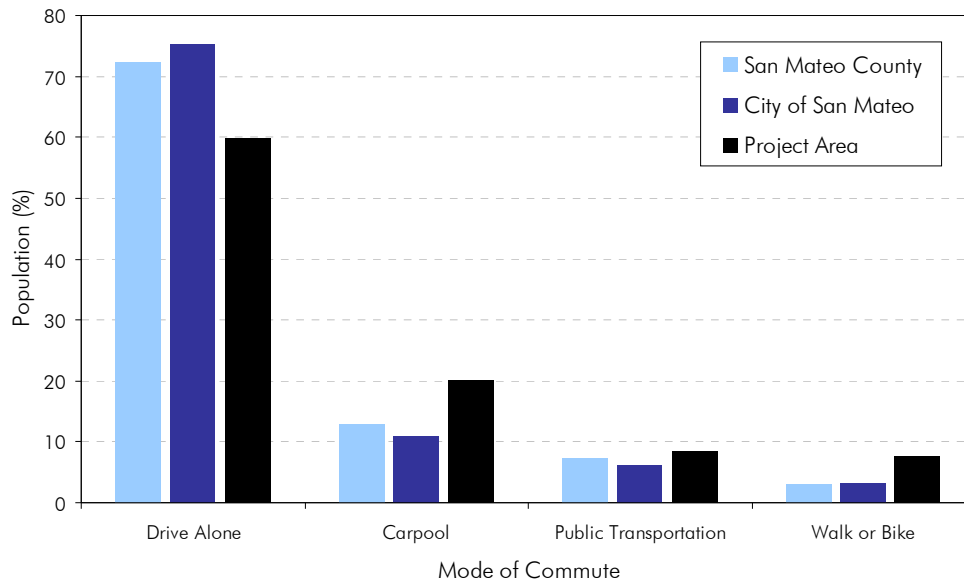


2.8 Mode of Commute

When traveling to work, the use of transportation alternatives other than driving alone is relatively high by residents of the project area (Figure 23). These residents have a relatively high carpool rate; at 20% (647 residents), there are nearly twice as many carpoolers in the project area than in the City (11%) and the County (13%). There is also a higher rate of public transit use in the project area. According to the 2000 U.S. Census, 9% (275 residents) of the residents in the project area use public transit for their work commute, while the City and County have 6% and 7% public transit commute use, respectively.

The number of workers driving alone to work is lower than in the City and County. Only 60% of workers living in the project area drive alone to work, while 74% of workers living in the City and 73% of workers living in the County drive alone to work. In addition, the rate of workers walking or biking to work from the project area is relatively high at 8%, compared to 3% in the City of San Mateo and 2% in the County.

Figure 23: Mode of Commute for the County, City, and Project Area



2.9 Time and Duration of Commute

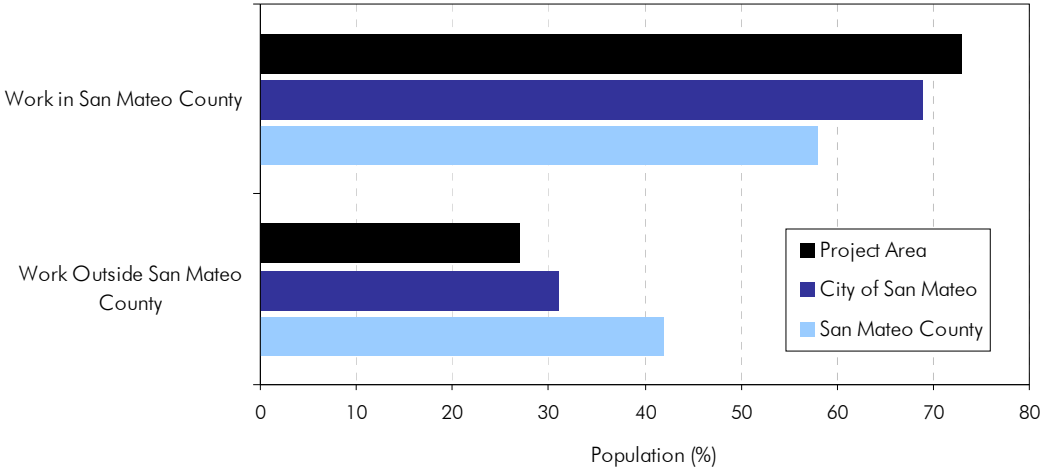
The majority of workers living in the project area begin their commute to work between 7:00 and 8:30 AM. Within that time span, 574 (18%) of the 1,310 workers who do not work at home leave between 7:00 and 7:30 AM, 329 workers (11%) leave between 7:30 and 8:00 AM, and 640 (20%) leave between 8:00 and 8:30 AM. Other commute times – from 8:30 AM to midnight and from midnight to 7:00 AM – are widely distributed. The most common commute times between 8:30 AM and midnight are the times from 9:00 to 10:00 AM, accounting for 223 (7%) of the 3,130 workers, and from 8:30 to 9:00 AM, accounting for 172 (5%) of the workers. The most common commute times between midnight and 7:00 AM are from midnight to 5:00 AM, accounting for 192 (6%) of the workers, and from 6:30 to 7:00 AM, accounting for 190 (6%) of the workers. 72 (2%) of workers living in the project area work at home.

The majority of residents in the project area have a commute duration of between 10 and 15 minutes; 665 (21%) of the 3,130 workers who do not work at home share this commute duration. The second most common commute duration is between 30 and 34 minutes, which accounts for 604 (19%) of the commuting workers in the project area. The average commute duration is 27 minutes, which is comparable to the City (25 minutes) and the County (27 minutes).

2.10 Place of Work

According to the 2000 U.S. Census, 27% (856) of workers over age 16 living in the project area work outside of San Mateo County. This percentage is less than that of the City (31%) and considerably less than that of the County (42%). Figure 24 below illustrates these percentages.

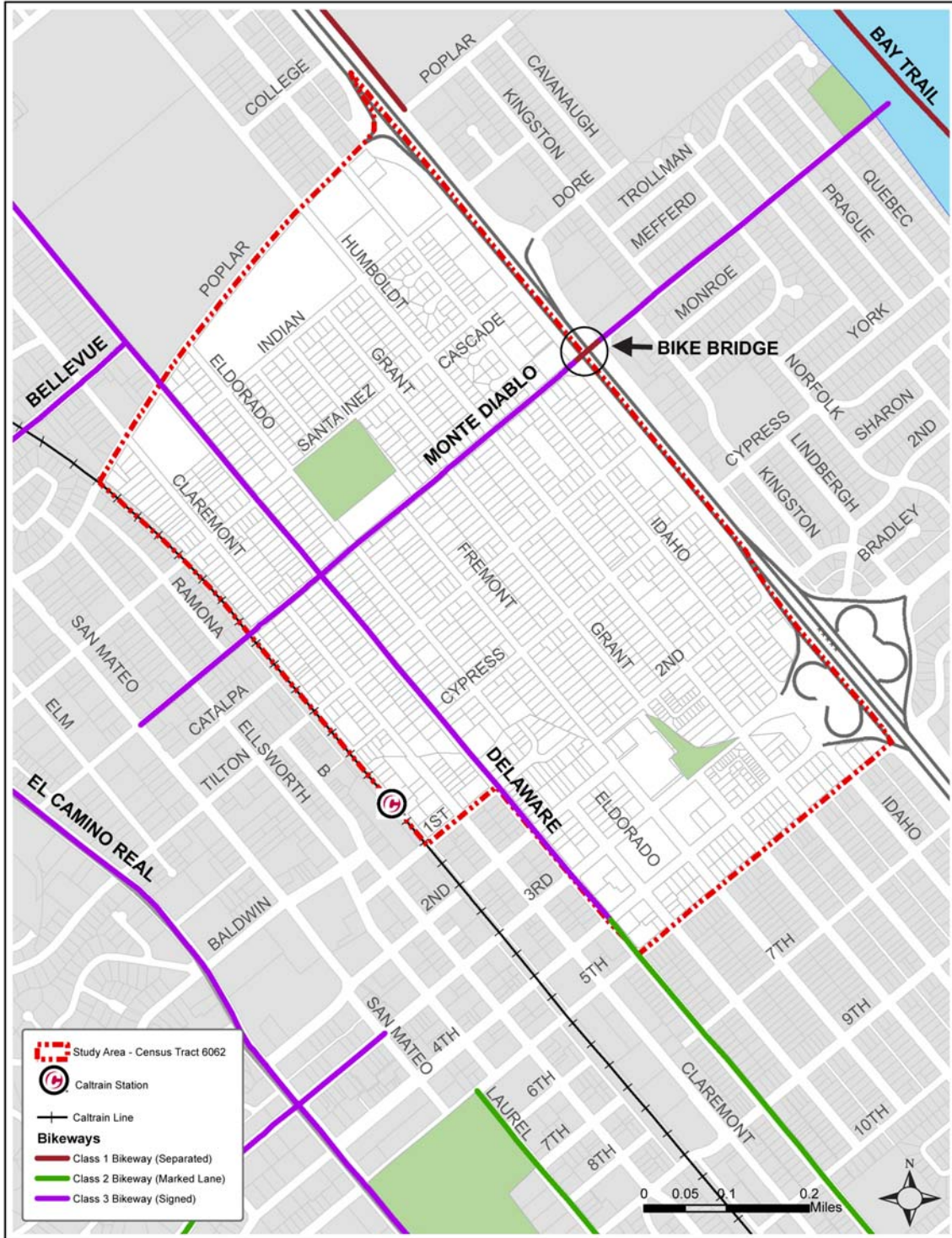
Figure 24: Place of Work for Residents of the Project Area, City, and County



2.11 Bicycle Amenities

Bikeways in the project area are shown in Map 10. Within the project area, there are Class III bikeways (on-street routes that are indicated only by signage and shared by bikes and motor vehicles) along Monte Diablo Avenue and Delaware Street. Lying just outside the project area, there is a Class I bikeway (a bike path providing a separated right of way for exclusive use of bicycles and pedestrians) leading over U.S. Highway 101 on Monte Diablo Ave, as well as a Class II bikeway (an on-street bike lane for one-way bike travel in each direction) heading southeast along Delaware Street starting at 4th Avenue. The City of San Mateo General Plan’s Circulation Element (2009) proposes the designation of a Class III bikeway along Humboldt Street and along 2nd and 4th Avenues within the project area. There are no Class I or Class II bikeways within the project area.

Map 10: Bikeways Serving North Central San Mateo



CHAPTER 3 - CITY AND COUNTY PLANS

The section of the project area between the San Mateo Caltrain Station and U.S. Highway 101, called the Gateway by the City of San Mateo Downtown Area Plan, is identified in multiple planning documents as an area of great development potential. It is said to have strong market potential for a higher density transit-oriented housing project in the County's Transit-Oriented Development Opportunity Study, and is classified as the main entry to San Mateo's downtown in the Downtown Area Plan. In addition, there are planned improvements to Poplar Avenue and Amphlett Boulevard, located in the northern- and eastern-most sections of the project area, mentioned in the City's most recent Five-Year Capital Improvement Program.

3.1 City of San Mateo General Plan

The City of San Mateo General Plan identifies several goals for the project area. However, since the City's General Plan is presently under revision and further development, the City of San Mateo Downtown Area Plan is a more current resource to the Community-Based Transportation Plan at this time.

3.2 City of San Mateo North Central Livable Streets Plan (2003)

The North Central Livable Streets Plan was approved by the San Mateo City Council in June of 2003. Its purpose was to guide future capital improvements within the neighborhood and "to increase the safety, convenience, and attractiveness of pedestrian, bicycle, and transit use." The Plan classified the North Central neighborhood as the area bounded by Peninsula Avenue to the north, Highway 101 to the east, 2nd Avenue and San Mateo Creek to the south, and Railroad Avenue to the west.

The Plan listed the following five primary goals:

- Establish street design that promotes pedestrian and bicycle connections, "healthy streets," and unification of street and public space character
- Create safe and direct access to transit centers for pedestrians, bicyclists, and vehicles
- Encourage alternate modes of transportation, especially public transit
- Enhance pedestrian links to public transportation through pedestrian-friendly design in the neighborhood
- Provide opportunities for residents to become involved in the planning process

There were two community workshops held for residents of the North Central neighborhood in order to gain public insight during the planning process. There was also an initial survey of three representative streets within the neighborhood intended to help identify potential issues and opportunities for the area. Each of these three streets carried a different level of traffic volume: Delaware Street (an arterial road), Tilton Avenue (a collector road), and Grant Street (a local road). Early analysis concluded that the neighborhood is within easy walking or biking distance of the downtown area, where there is convenient rail and bus access to popular destinations within the Bay

Area. It also concluded that some arterial streets within the neighborhood, such as Delaware Street and Poplar Avenue, carry heavy traffic that impacts the neighborhood and threatens pedestrian and bicycle safety.

The Plan discussed several public projects that had recently been completed or were scheduled to take place in the area. Most notable of these projects were:

- The transit center at 1st and Railroad Avenue (the San Mateo Caltrain station)
- Scheduled railroad under-crossing replacements/retrofitings at Monte Diablo, Poplar, Santa Inez, and Tilton Avenues. These under-crossings were built between 1900 and 1902, provide less than nine feet of clearance, and are in need of repair
- Planned streetscape improvements between Tilton and 3rd Avenues, east of San Mateo Creek within the neighborhood

There were two recent private development projects mentioned in the Plan. First, the Classic Communities development at Humboldt Street and 2nd Avenue, which consists of 25 single-family two-story townhouses. Second, the Prometheus Project, located between 3rd and 4th Avenues and Eldorado and Grant Streets: a four-story luxury apartment complex consisting of 218 units.

Several major issues were identified by the Livable Streets Plan. Among them: the problem of narrow collector streets. The best example of this problem can be seen on Tilton, Monte Diablo, and Santa Inez Avenues between Delaware and Amphlett Streets – these collector streets are only 30 feet wide. Another major problem: the abundance of truck traffic in the neighborhood, generated by the commercial and industrial land uses along Amphlett Boulevard. According to the Plan, the City is looking into ways to improve this situation as part of its new General Plan.

There were several complaints from neighborhood residents mentioned in the Plan. Some of the most common of these complaints were that the planter strips are often paved or neglected, the sidewalks cracked in many places, and the streets unfriendly for pedestrians and bicycles. Another common complaint was that there is a serious lack of on-street parking, especially in the evenings. The Plan suggests that this is partially due to the relatively high household size in the area.

In conclusion, the Plan gives numerous recommendations for the street system in the area. The most relevant of these recommendations state that the North Central neighborhood should:

- Use streetscape improvements to distinguish major streets
- Develop pedestrian-scaled signage in the area
- Provide a minimum travel lane width
- Encourage bike travel on quieter streets parallel to major arterials
- Mark bike lanes at intersections
- Provide maps of recommended bicycle routes
- Reduce bicycle hazards
- Improve safety for school children
- Improve markings for pedestrian crossings
- Strengthen the pedestrian realm; increase buffers between sidewalk and moving traffic
- Implement curb bulb outs at crosswalks
- Increase signage and waiting areas at bus stops

- Increase clearances in bus stop waiting areas between the bus shelter and the curb

3.3 City of San Mateo Downtown Area Plan (2009)

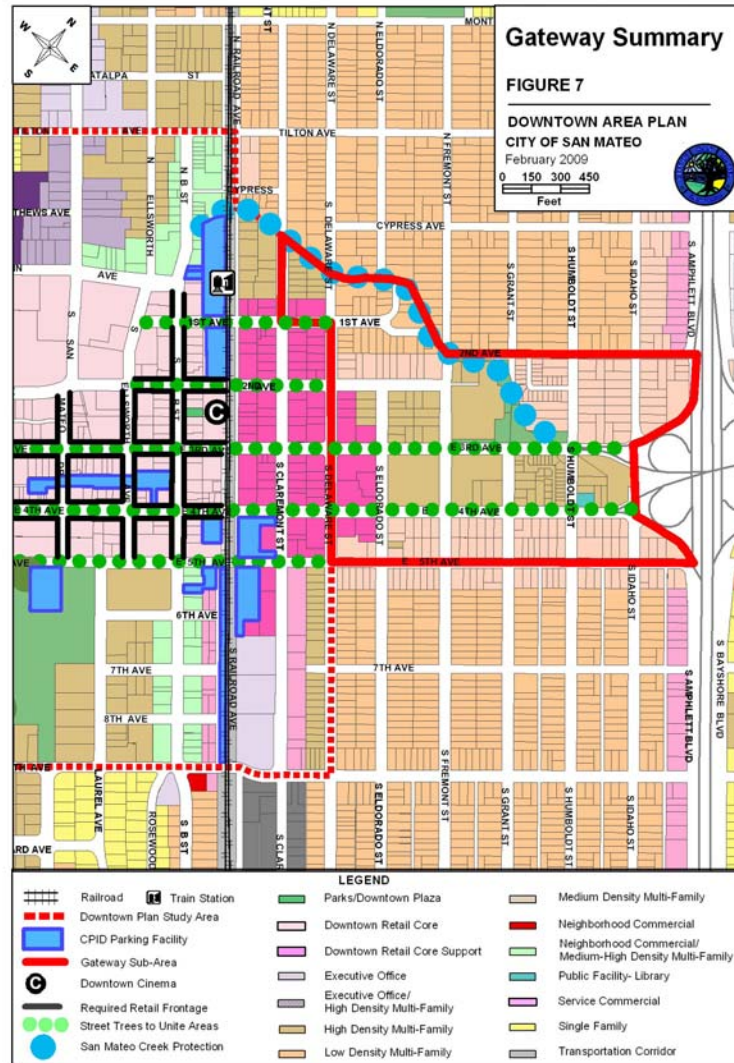
The City of San Mateo approved the Downtown Area Plan in May of 2009. In order to examine Downtown San Mateo more closely, the area was split up into several sub-areas. Two of these sub-areas overlap with the project area: the entirety of the Gateway sub-area, and a small portion of the Central Claremont sub-area. In this report, we will focus on the Gateway.

Current and Future Conditions

The Gateway stretches from Highway 101 to Delaware and Claremont Streets, and from the San Mateo Creek and 2nd Avenue to 5th Avenue (Map 11). The Gateway is the main entry to the downtown area. It includes several multi-family structures, a neighborhood shopping center, and service uses. To the north and south, there are lower density residential neighborhoods. However, the Plan states that the Gateway is a poor entryway and transition to the downtown core area. It also states that the sites located next to the freeway have access that is indirect and difficult, requiring passage through residential neighborhoods, and that office or hotel uses are inconsistent with the area's lack of access.

In addition to discussing the current conditions of the Gateway, the Plan also discusses four future conditions. First, the multi-family residential character of the area will be maintained and extended to include those blocks directly adjacent to Highway 101. Second, new construction and existing neighborhoods will be compatible due to the Gateway design guidelines that have recently been developed. Third, all new development along 3rd and 4th Avenues will be built to a consistent building setback line. Lastly, street trees will be planted along 3rd and 4th Avenues to create a more consistent, positive transition from the Gateway to the Downtown Retail Core.

Map 11: City of San Mateo Downtown Area Plan Gateway Sub-Area



Policies

The Downtown Area Plan lists 55 policies, many of which affect the project area, whether directly or indirectly. Specifically, eight of these policies directly affect the project area:

Entryways

Establish a main entry to the downtown along 3rd and 4th Avenues east of the railroad tracks. Define a natural boundary to the downtown along San Mateo Creek, which separates a higher density area to the south and a lower density residential area to the north.

Street Tree Plan

Update the Street Tree Master Plan, including consistent and prominent street tree plantings on key streets such as 3rd and 4th Avenues to provide a clear visual link to the downtown.

Gateway Design Standards

Continue to implement the Gateway Design Standards, which address design quality, architectural compatibility, pedestrian safety and aesthetics for the Gateway sub-area.

3rd Avenue/4th Avenue Widening

Support the widening of 3rd and 4th Avenues from 2 to 3 lanes between Humboldt and Delaware Streets due to projected peak hour traffic volumes.

Railway Improvements

Depress the rail line through the downtown with street crossings remaining at grade as Caltrain service is increased and high speed rail through the corridor is implemented. Any rail improvement should avoid physically dividing the community in “east” vs. “west” segments. All significant environmental impacts should be mitigated to minimize impacts on the adjacent community. Consider alternative design solutions to minimize the additional right of way required to construct proposed improvements and reduce impacts on adjacent properties.

Railroad Corridor Widening

In the event that separation of freight and passenger rail lines is necessary due to substantial increases in passenger service and incorporation of High Speed Rail, the rail corridor will need to be widened. The existing rail corridor is at its narrowest in the downtown primarily due to the existence of Railroad Avenue on the east side of the tracks, so redevelopment of sites with access only to Railroad Avenue must be limited.

Transit Services

Encourage increased transit use viability to and around Downtown by:

- Supporting an increase to rail service, including the “Baby Bullet”;
- Supporting coordination between multi-modal agencies (bus, train, etc.);
- Enhancing integration of mass transit into Downtown;
- Investigating the feasibility of a Downtown shuttle;
- Encouraging increased transit services and increased transit use for travel downtown, particularly by employees.

The City should encourage SamTrans service by considering the need for bus stops within downtown and provision of adequate space for bus movement when designing street improvements or reviewing private development projects. The City should also encourage expanded transit service by Caltrain and SamTrans.

Support Sustainable Transportation Initiatives

Implement Downtown Area Plan policies calling for use of Transportation Demand Management (TDM) measures, establishment of a Transportation Management Association (TMA), and other measures to reduce vehicle trips and encourage transit use and promote bicycle and pedestrian accessibility.

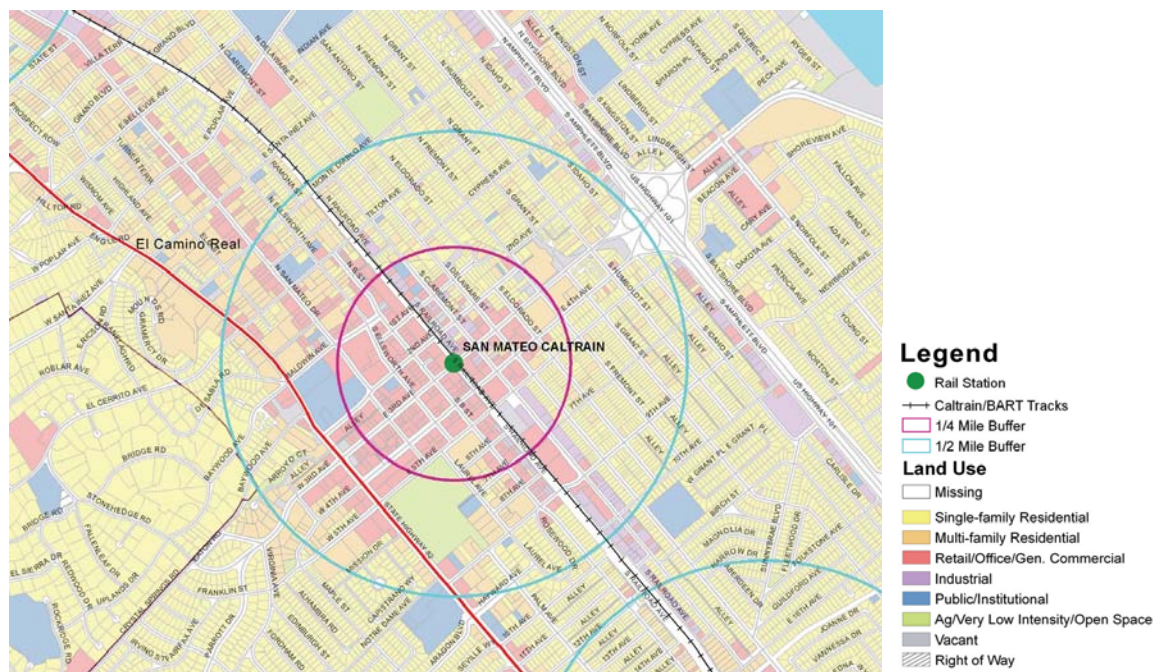
3.4 San Mateo County TOD Opportunity Study (2007)

The San Mateo County Transit-Oriented Development (TOD) Opportunity Study completed in 2007 identifies the San Mateo Caltrain Station as a destination station that could benefit from added

transit and/or shuttle services. It also states that the station has strong market potential for a higher density transit-oriented housing product.

Currently, land use in the San Mateo Station area, defined as the area within half a mile of the Caltrain Station, is split about evenly between residential and combined commercial-industrial (Map 12). The Study states that, although the site is relatively built-out, there are still opportunities for infill development and intensifying of existing land uses, such as upgrading the office space in the downtown from Class B to Class A. According to the Study, such upgrading may hold the potential to attract a critical mass of the Class A users that prefer to be near transit and the amenities of the downtown area, but are locating in newer space outside of the downtown. In addition, office development that builds on an already concentrated employment center is more likely to generate transit ridership. Furthermore, new residential development may help to reinvigorate activity in the downtown.

Map 12: San Mateo Caltrain Station Area Land Use



The Study identifies two opportunities for continuing with TOD in the station area. First, the station area benefits from an existing critical mass of activity due to its centralized location in downtown San Mateo. Second, the City’s policies are supportive of TOD in the station area.

The Study also identifies two constraints for continuing with TOD in the area. The station area is largely built out, and therefore, there is little opportunity for large-scale development. Also, station visibility is restricted from major thoroughfares.

Despite these constraints, the San Mateo Station has been recommended by the Study for the second phase of the TOD process. The purpose of the second phase is to develop a specific plan of action to initiate TOD at a station area where the first phase has already been completed. This recommendation is the next logical act following the steps the City has already taken towards implementation of TOD in the area.

The Study lists the following tasks as part of the second phase of the TOD process:

- Cost /feasibility analyses for developing small-scale infill development
- Assessments of TOD-generated benefits to rail transit, primarily potential ridership gains and shifts in transportation mode splits
- Identification and development of TOD-friendly planning policies and legislative initiatives to support infill development
- Development of outreach strategies to broaden and maintain a dialogue with stakeholders about ongoing planning efforts

According to the Study, the City of San Mateo has already helped to advance TOD in its communities by actively engaged in planning efforts to encourage mixed uses and higher-density development within its Caltrain Station areas.

3.5 Capital Improvement Program Projects (2006-2008)

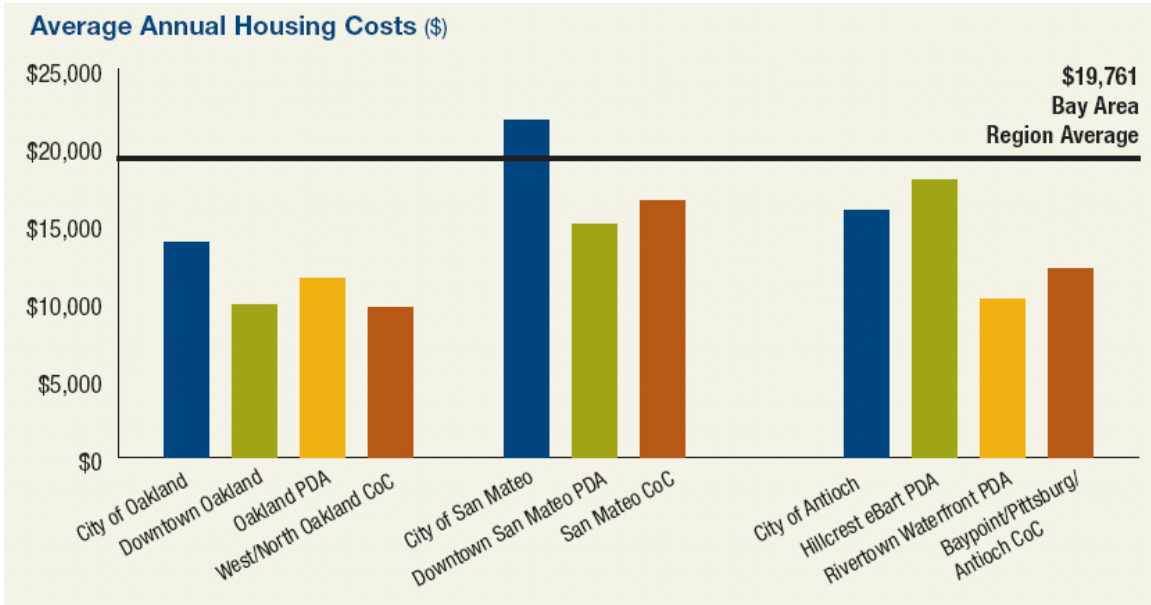
There are two projects affecting the project area included in the Five-Year Capital Improvement Program (CIP) from the 2006-2008 Business Plan by the City of San Mateo. The first consists of improvements to Poplar Avenue and Amphlett Boulevard, with a total fund of \$23,000 from a county grant and from Measure A, a half cent raise in sales tax. The second consists of bicycle detection loops along 3rd and 4th Avenues, with a total fund of \$44,000 from a TDA grant and the General Fund.

Housing and Transportation Affordability

In 2009 MTC conducted an analysis on Housing and Transportation Affordability in the Bay Area, where the city of San Mateo was included. Housing and Transportation Affordability looks at the expense of living in specific areas in relation to housing cost, transportation cost, and income level. The analysis looked at three distinctive areas in San Mateo: San Mateo Citywide, Downtown San Mateo Priority Development Area (PDA), and the San Mateo Community of Concern (CoC). A Priority Development Area is a project that is being created in order to better service residents through various amenities, transportation modes, and housing. The San Mateo CoC for this analysis was the North Central San Mateo community. A Community of Concern is the concentration of minority or low-income populations, having at least 70 percent minority or 30 percent low-income residents.

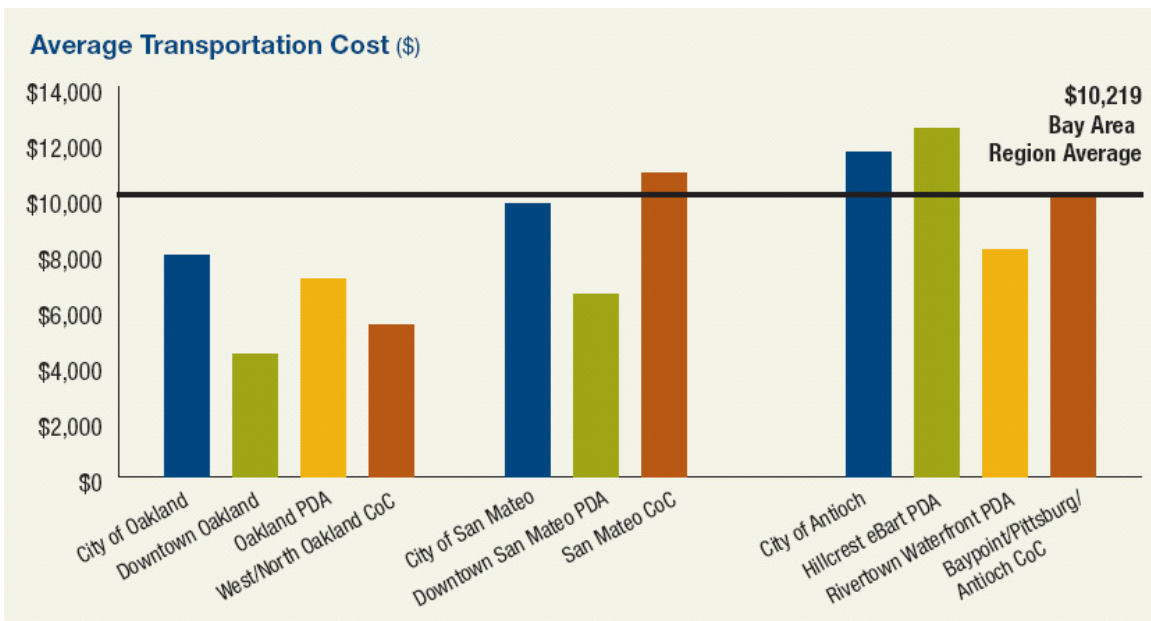
The Bay Area average for Regional Housing Costs is \$19, 761 per year (Figure 25). The city of San Mateo had the highest housing average annual costs of \$21, 721. The Downtown San Mateo PDA housing average annual cost was \$15,028 and in North Central San Mateo was \$16,515. The city of San Mateo has a 54 percent homeownership while North Central San Mateo has a homeownership of 36 percent.

Figure 25: Average Annual Housing Costs



The average Regional cost for Transportation in the Bay Area is \$10,219 (Figure 26). The San Mateo PDA had an average transportation cost of \$6,588 in comparison to North Central San Mateo at \$10,922. Even though the San Mateo PDA and North Central San Mateo are relatively near each other and provide alternative modes of transit the differences within the communities represent the contrast between their average transportation costs.

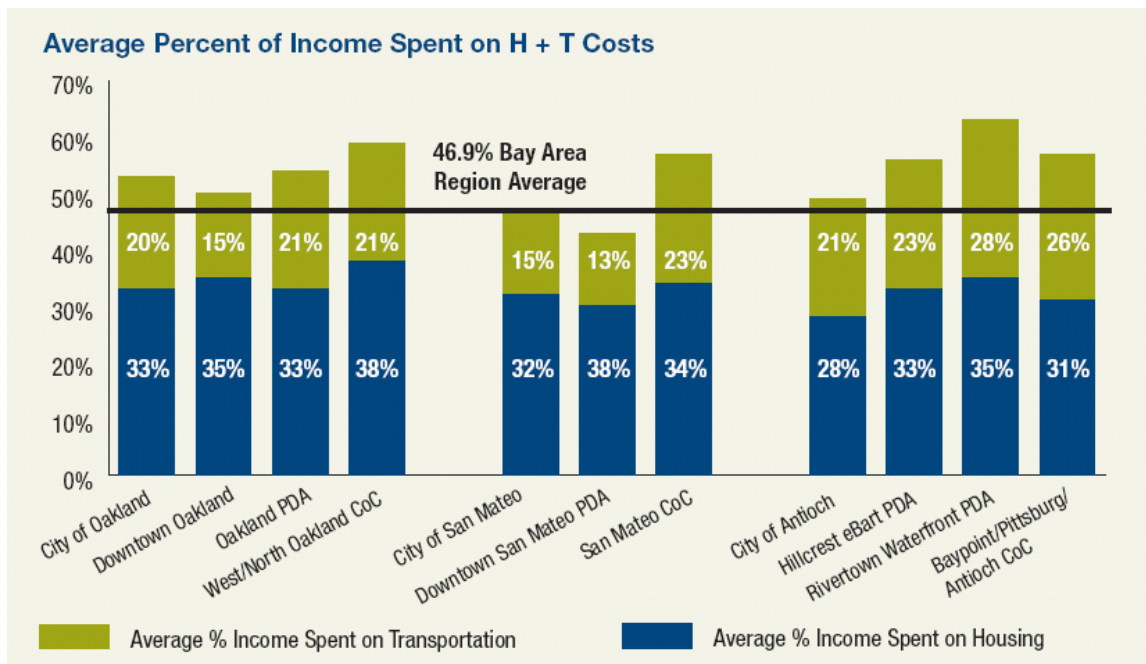
Figure 26: Average Transportation Costs



North Central San Mateo residents with an income less than \$50,000 annually are 51 percent in comparison to the city of San Mateo at 34 percent. The household vehicle availability of at least one vehicle per household is 89 percent in North Central San Mateo. The average income spent on transportation in the North Central San Mateo community is 23% (Figure 27). With high vehicle availability per household, residents incur higher transportation cost. The average cost for car owners is \$5000 per year for auto insurance and payments, excluding gas and repairs. If the Bay Area Region were to continue to increase adequate transit access and if car ownership were to be reduced by one car for those homes permitted for 1999 to 2006, there would be \$132.5 million dollars of disposable income created. Low-income households would be able to reduce their total cost in Housing and Transportation needs.

The MTC analysis on Housing and Transportation Availability revealed that within the three areas of San Mateo, the North Central San Mateo had the highest H+T costs (Figure 27). San Mateo citywide averages 47 percent of their income to H+T cost. Downtown San Mateo PDA residents average 51 percent of their income to H+T costs. North Central San Mateo resident’s average 59 percent of their income to H+T costs. Further enhancements to alternative transportation modes and transit information provided to the community would be beneficial in lowering: congestion, green house emissions, and Housing and Transportation costs.

Figure 27: Average Percent of Income Spent on H+T Costs



CHAPTER 4 - TRANSPORTATION PLANS

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

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

The study found that transportation barriers common to low-income persons in the County were:

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

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

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

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

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

Lower priority strategies were:

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

4.2 SamTrans Strategic Plan (2009-2013)

The SamTrans Strategic Plan, adopted in December of 2008, outlines the San Mateo County Transit District's purpose and mission. It is "a policy framework" meant to guide District investments over

the five year period from 2009 to 2013. This plan is a living document that is subject to change as the operating environment changes.

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

The Multimodal Services focus area discusses the need to better connect various transportation services within the County, as well as between the County and the greater Bay Area. One initiative mentioned in this focus area is to “ensure a service network that addresses the growing mobility needs of senior citizens, customers with disabilities and low-income patrons.” As the project area includes many low-income residents, this initiative is indeed relevant to the North Central CBTP.

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

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

The Transportation and Land Use focus area also identifies five initiatives. The most relevant of these initiatives to the North Central CBTP are:

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

4.3 SamTrans Short Range Transit Plan (2008 – 2017)

The SamTrans Short Range Transit Plan (SRTP) identifies several goals for San Mateo County public transit over the decade from 2008 to 2017. Along with these goals, the Plan names four main challenges facing public transit over this decade:

- **Financial Stability:** SamTrans’ highest priority over the next several years is to attain financial stability. As labor and fuel costs continue to rise, demand for transit services continues to grow. Fluctuating sales tax proceeds and limited state and federal sources for transit funding make stable public transit finances difficult. Three fare increases of 25 cents each are proposed for fiscal years 2009, 2012, and 2015.
- **Bus Ridership:** Overall, ridership has decreased over the last decade. However, starting in 2007, there has been an increase in ridership along with the increased gas prices. New strategies are needed in order to increase ridership further.
- **Aging Population:** Many of the Baby Boomers will enter retirement in the next decade, causing an increase in public transit demand.

- Land Use: Transit-Oriented Development (TOD) maximizes public transit use. Such development will be highly encouraged in the coming years.

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

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

4.4 San Mateo County Senior Mobility Action Plan (2006)

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

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

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

- Community Transit Services: Local shuttles using small vehicles to serve short trips within communities.
- Community-Based Transportation Services: A community transportation network organization with public and private funding that would provide services to seniors who cannot drive or use transit.
- Walking: Improvements to sidewalks, pedestrian crossings, and driver awareness that focus on neighborhoods with a high concentration of seniors and walkable destinations. Although the project area does not have a high concentration of seniors, it does have many walkable destinations, as it is within walking distance of Downtown San Mateo.

4.5 San Mateo County Human Services Agency Transportation Programs

The Human Service Agency (HSA) in San Mateo County is currently able to provide a limited amount of bus passes, bus tickets and emergency taxi vouchers to participating CalWORKs clients who need transportation assistance. HSA was recently awarded a Lifeline Transportation grant from the Metropolitan Transportation Commission to increase the availability of bus passes and taxi

vouchers available to clients. HSA also occasionally refers clients to the Family Loan Program run by the Family Service Agency, which can assist needy families in obtaining auto loans.

The Samaritan House Client Services Center, a branch of HSA services, is located at 4031 Pacific Boulevard in San Mateo, one block from El Camino Real. At this location, San Mateo County residents can apply for assistance and, if they qualify, receive a free monthly bus pass.

Traveling from the project area to the Client Services Center via public transit is not easy; residents have no choice but to take two buses. Coming from Delaware Street, residents can take SamTrans Route 292 to the corner of Hillsdale Boulevard and Curtis Street, and then take SamTrans Express Route KX to the corner of El Camino Real and 41st Avenue, two blocks from the Center. This trip takes approximately 27 minutes, and costs \$3.50. Coming from Humboldt Street, residents can take SamTrans Route 250 to the corner of Hillsdale Boulevard and El Camino Real, and then take SamTrans Route 390 or 391 to El Camino Real and 41st Avenue, two blocks from the Center. This trip takes approximately 46 minutes, and costs \$3.50. The return trip must also be completed using two buses, making the round-trip cost a total of \$7.00.

CHAPTER 5 - TRANSPORTATION GAPS

A requirement of Community Based Transportation Plans is to summarize and analyze the transportation gaps that were identified in the Metropolitan Transportation Commission’s 2001 *Lifeline Transportation and Environmental Justice* report that was part of the process to develop the *Regional Transportation Plan*.

5.1 Spatial Gap Analysis

The Metropolitan Transportation Commission performed a spatial gap analysis to identify low-income neighborhoods not served by transit. Their 2001 *Lifeline* report did not point to any specific spatial gap within the project area.

5.2 Temporal Gap Analysis

The MTC *Lifeline* report identifies SamTrans Route 292, which runs through the project area via Delaware Street, as a Lifeline Transportation Network route. As the report states, this route serves a pre-defined concentration of CalWORKS households, serves essential destinations, and is a SamTrans trunkline route. The temporal gap analysis was based on MTC objectives for hours of operations and frequency of service and shows that Route 292 does not constitute a temporal gap in terms of hours of operation. SamTrans Route 292 is actually one of three of the 12 total identified SamTrans Lifeline routes that exceeds the hours of operation objectives for non-urban operators on all days. The route also meets all objectives for frequency of service except during the weekday night service hours. Table 3 below shows the MTC objectives against SamTrans Route 292 hours of operation and frequency of service.

Table 3: Temporal Gap Analysis

	Hours of Operation			Frequency of Service				
	Weekday	Saturday	Sunday	Weekday Commute	Weekday Midday	Weekday Night	Saturday	Sunday
MTC Objectives for Suburban Transit Lifeline Routes	6am - 10pm	6am – 10pm	8am - 10pm	30	30	30	30	30
SamTrans Route 292	4:45am - 12:45am	5am - 12:45am	5am - 12:45am	20-30	20-30	60	30	30

Appendix C: Community Outreach

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CHAPTER 1 - RESIDENT TRAVEL SURVEY HIGHLIGHTS

1.1 Introduction

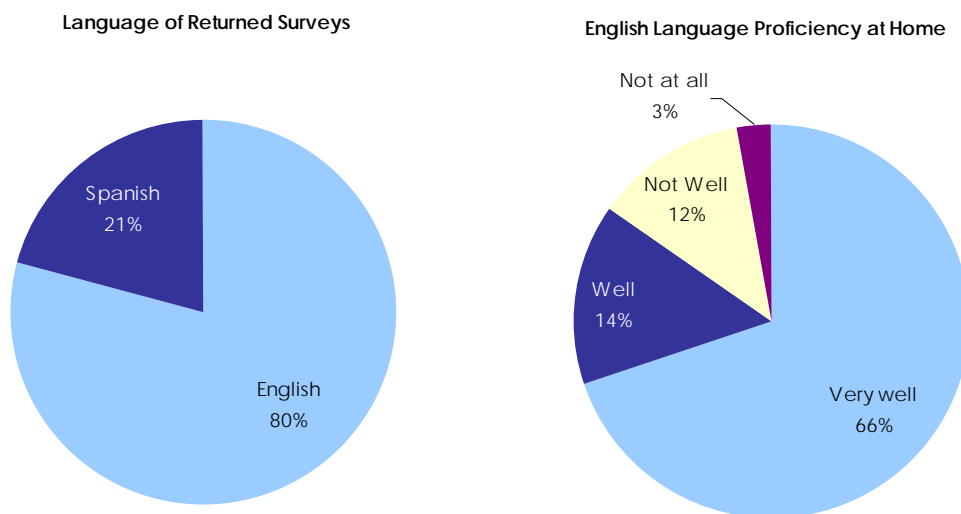
Two-hundred twenty (220) resident surveys have been returned to SamTrans as of April 19th, 2010. This is a 4% return rate (5,710 mailed). Of these, 175 (80%) were in English and 45 (21%) were in Spanish, as shown in Figure 28. The raw survey results can be found in Section 1.6 of this chapter.

Eighty-one percent of respondents were between the ages of 30 and 64. About thirty-seven percent of the respondents spoke a language other than English at home and 15% of those respondents reported that English was spoken at home “Not well” or “Not at all.” Figure 28 also shows the respondents’ English language proficiency at home.

The main findings from the resident survey results reflect the findings from the other outreach efforts. These include:

- There are three main destination areas that are difficult for North Central San Mateo residents to get to: San Mateo, San Francisco and Redwood City.
- Most of these trips are made between before 7am and 7pm.
- The most common trip purposes of the “difficult trips” are for “work”, “recreational/social”, “medical”, and “other shopping.”
- A majority of the respondents felt that obtaining transit information should be diversified options and some would prefer information in other languages.
- A majority of the respondents feel safe when waiting at their transit stops.

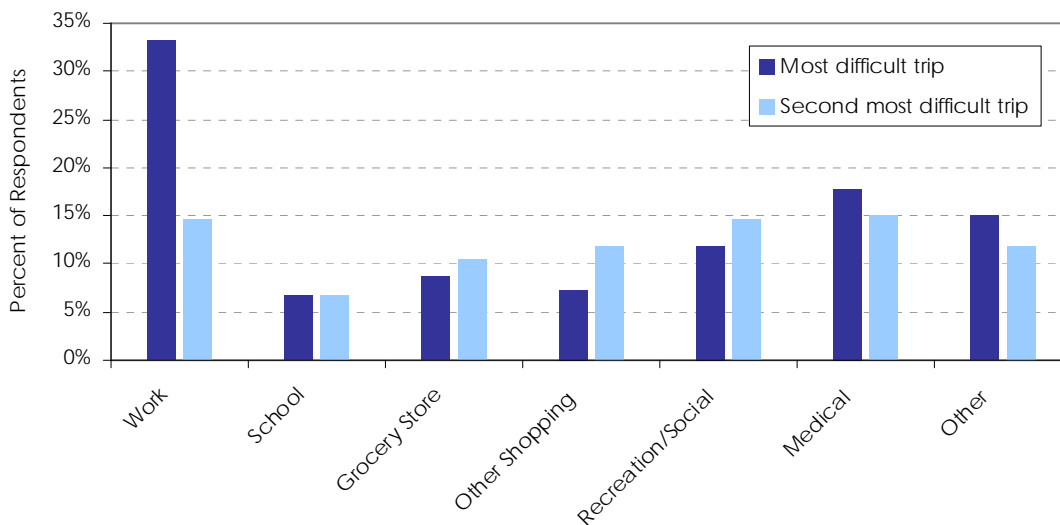
Figure 28: Language of Returned Surveys and English Language Proficiency at Home



1.2 Difficult Trips

The first portion of the resident survey focused on trips that the survey respondent felt was the “most difficult” and the “second most difficult” trips for them to make. For the “most difficult” destination the most common trip purpose was “work” and the second most common trip purpose was for “medical”. For the “second most difficult” trip the most common trip purpose was for “medical” and the second most common trip purpose was between “work” and “recreation/social” (see Figure 29 below).

Figure 29: “Difficult Trip” by Trip Purpose



1.3 Destinations

Many of the destinations of North Central San Mateo residents’ “Difficult Trips” were concentrated in three areas: San Francisco, San Mateo, and Redwood City. The following figures show the time of day and mode of travel for respondents who listed destinations in these three areas as their “difficult trips”.

San Francisco

The most “Difficult Trips” made to San Francisco were during the hours of 7am to 9am and 4pm to 9pm (

Figure 30). Slightly less than half the total trips (47%) were made during the weekends, versus the weekdays. The majority of respondents felt that BART was their best mode of transit at 24% followed by SamTrans at 22% and Caltrain at 20% (Figure 31). The main destinations were: Downtown San Francisco, various localities in San Francisco, and San Francisco Airport.

Figure 30: Time of Day for “Difficult Trips” to San Francisco

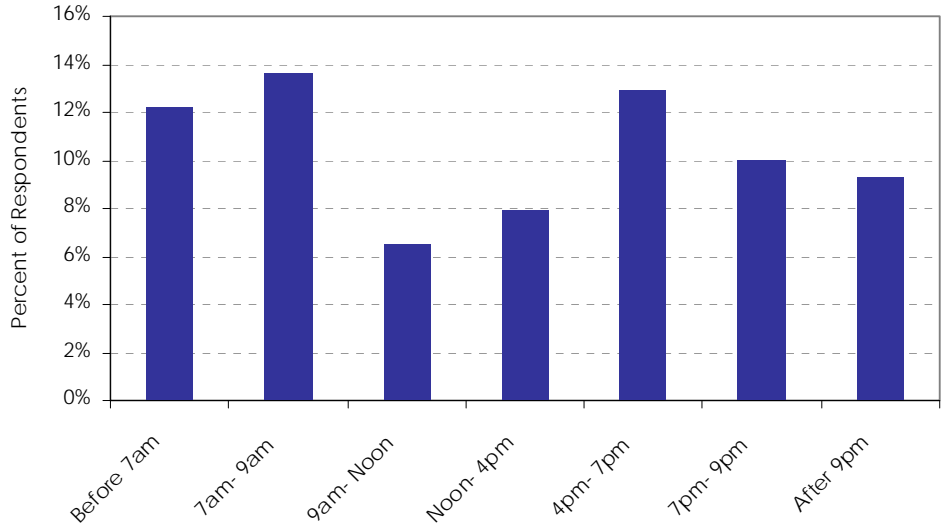
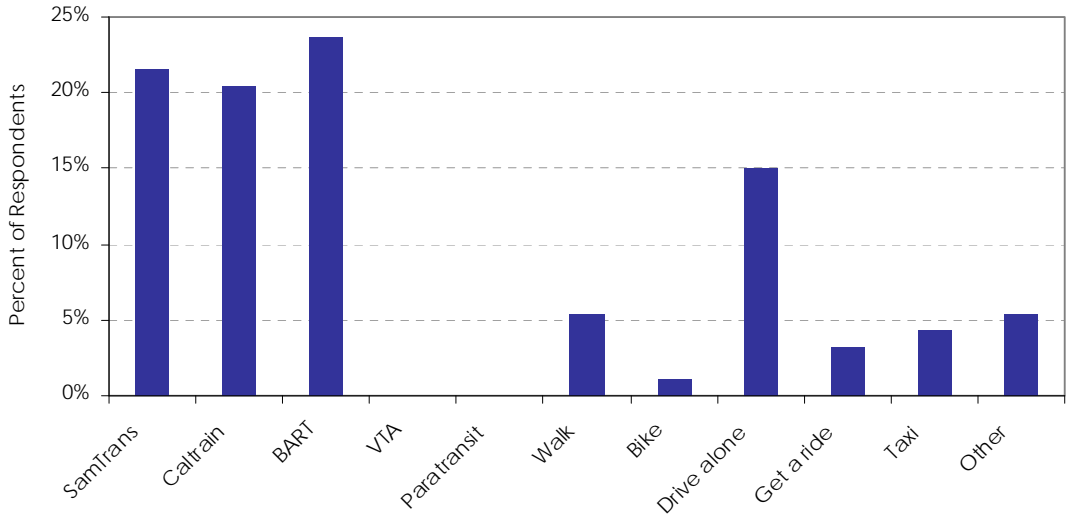


Figure 31: Mode of Travel for “Difficult Trips” to San Francisco



San Mateo

The most “Difficult Trips” made to San Mateo were between 7am and 7pm (Figure 32). A majority of the trips, 71%, were made during the week, while 29% were made during the weekend. The main destinations were: various destinations in San Mateo, schools and going to the hospital. The majority of respondents felt that SamTrans was the best mode of transit at 45% followed by driving alone at 20% and walking at 15% (Figure 33).

Figure 32: Time of Day for “Difficult Trips” to San Mateo

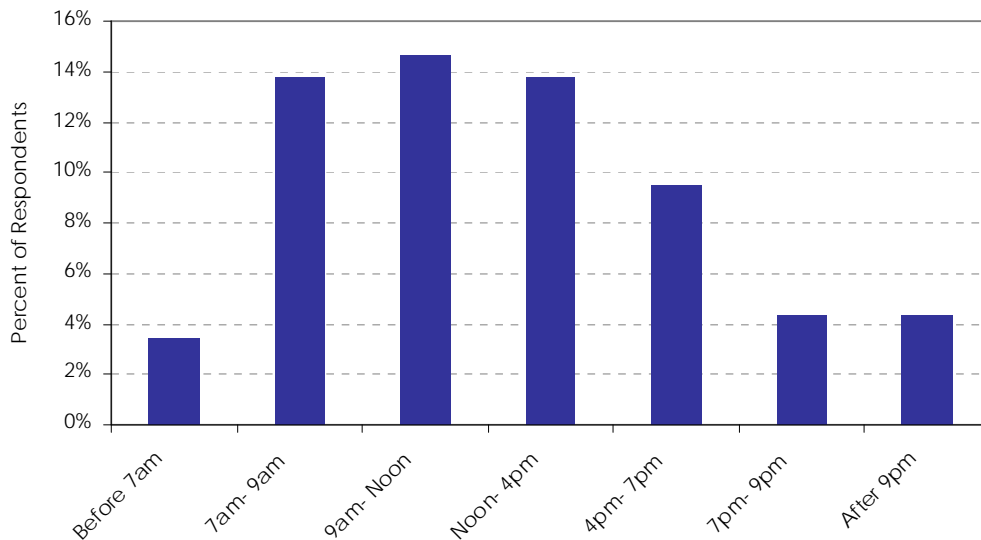
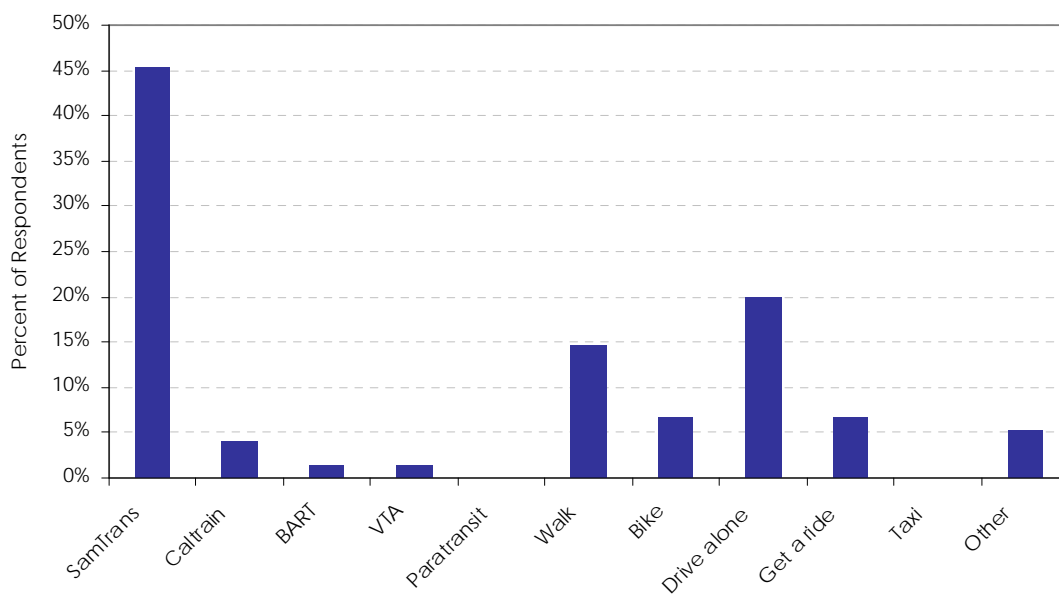


Figure 33: Mode of Travel for “Difficult Trips” to San Mateo



Redwood City

The majority of the “Difficult Trips” made to Redwood City were made between 7am-noon and 4pm-7pm (Figure 34). The majority were made during the weekday (69%) followed by the weekend at 31%. The main destinations were: Hospitals (Kaiser Permanente, Stanford University Health Clinic and Sequoia Hospital) and various localities in Redwood City. The majority of respondents felt that driving alone was the best mode of transit at 35% followed by SamTrans at 19% and Caltrain at 15% (Figure 35).

Figure 34: Time of Day for “Difficult Trips” to Redwood City

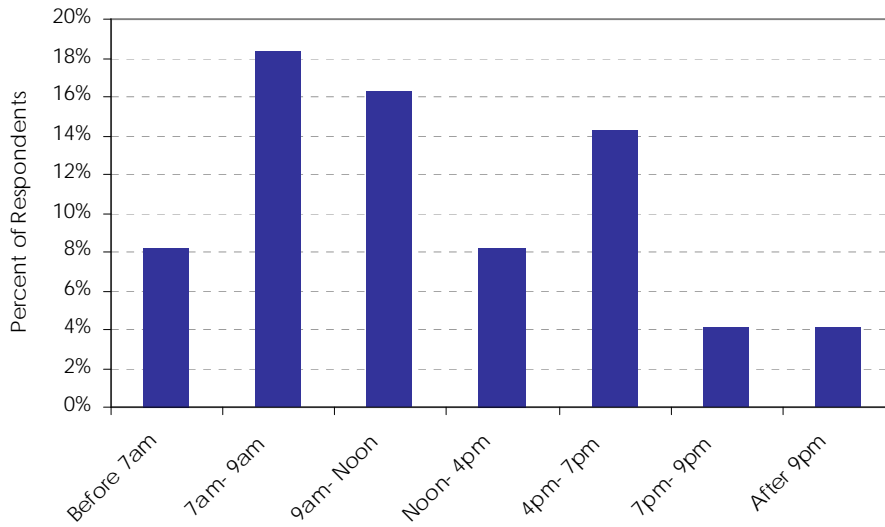
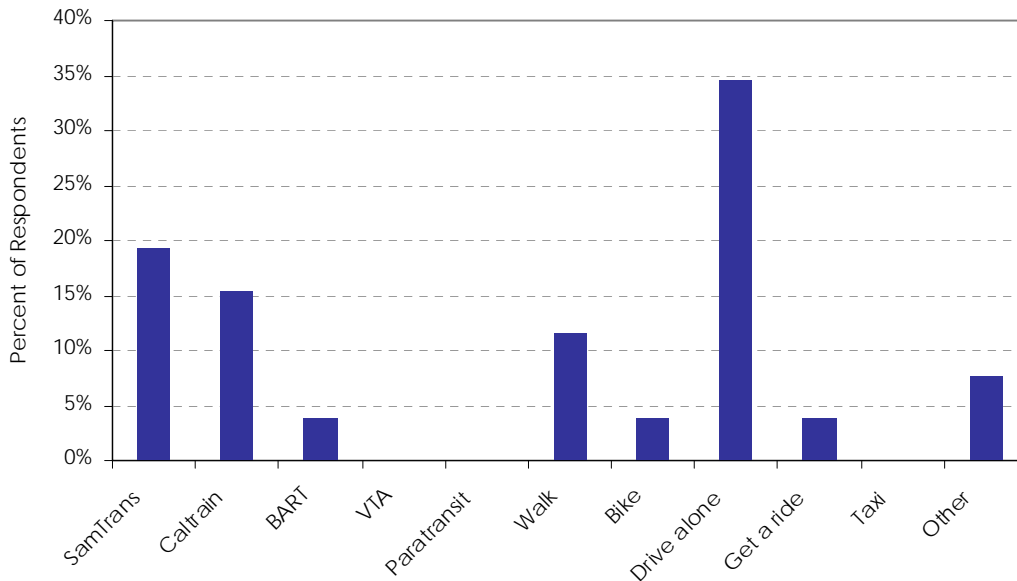


Figure 35: Mode of Travel for “Difficult Trips” to Redwood City



1.4 Information and Safety

When asked about where it would be the best place to learn about public transportation in the area, 25% of respondents reported over the “Internet” (Figure 36). Other popular choices were “At Transit Stops” (18%), “On Buses” (15%), and at the “Library” (12%). Additionally, when asked what their preferred language is for public transit information, 73% chose English, 22% chose Spanish, 6% chose Other, and 1% chose Chinese.

When asked about how safe they feel waiting at their transit stop, 18% of respondents chose “Somewhat Unsafe” and 9% felt “Very Unsafe” (Figure 37). When respondents were asked about their closest transit stop, 77% said they knew their closest transit stop and 23% said that they did not know the closest stop.

Figure 36: Best Way to Learn About Public Transportation

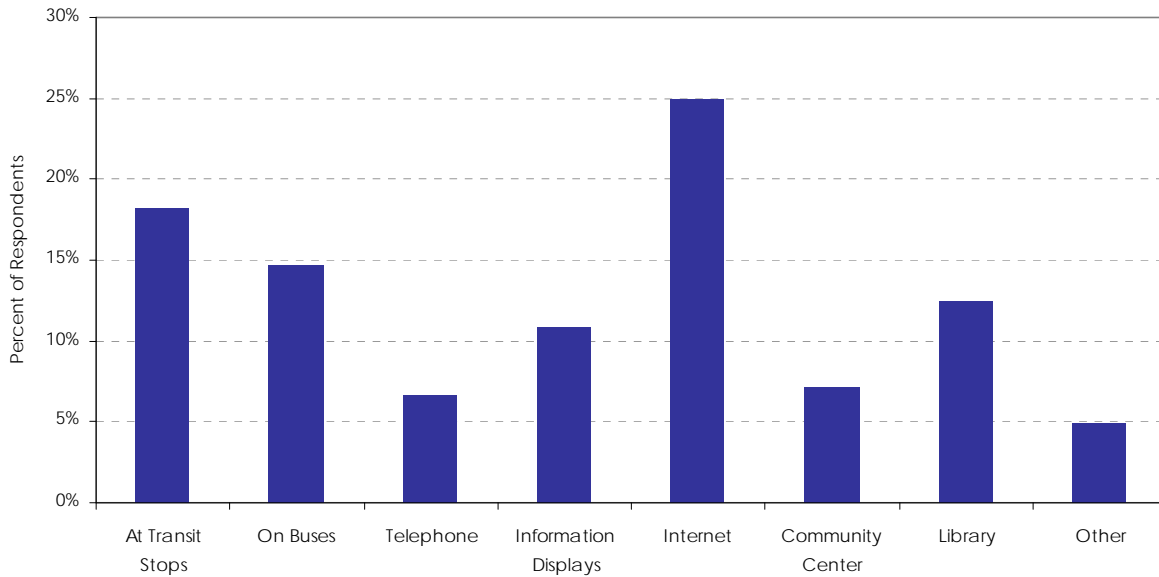
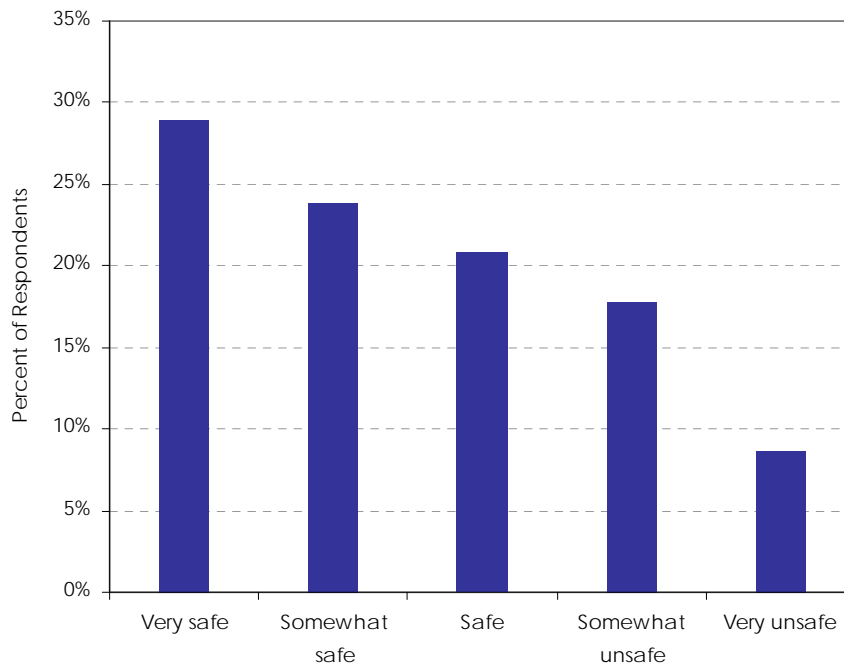


Figure 37: Feeling of Safety While Waiting At Transit Stops



1.5 Common Walking or Bicycling Routes and Problem Areas

The second portion of the resident survey focused on the most common walking or bicycling routes and problem areas that many residents feel need to be improved within the North Central San Mateo community. Maps illustrating these problem areas can be found in Chapter 4 of the main report.

1.6 Resident Travel Survey – Raw Results

These raw survey results are based on 220 returned surveys. A blank survey is shown in Figure 38 on page 77.

Q1. I have a car or ride with someone to make:

Most of my trips	35%	(78)
All of my trips	25%	(56)
Occasionally	24%	(52)
None of my trips	9%	(20)

Q2. The Most difficult trip I make is to (check one):

Work	33%	(73)
Medical	18%	(39)
Other	15%	(33)
Recreation/Social	12%	(26)
Grocery Store	9%	(19)
Other Shopping	7%	(16)
School	7%	(15)

Q3. Why is this trip difficult?

<p>Multiple buses to work Have to travel with my child Because I don't drive Access to CSM through public transportation isn't direct Because I use it frequently Distance Distance Because I hate my job Roads keep getting more crowded The Distance plus I feel a car is the only way getting there Hard to find parking KX bus schedule reduction 50 miles away Catching up 1st trip of 251 to Foster City, 292 from Foster City always late Because the bus is late It's far and it takes a long time Traffic on Hwy 101 Two freeways The Distance plus I feel a car is the only way getting there Time, Caltrain unreliable, traffic Poorly worded survey Traffic Because I have to take two buses and it cost too much money Parking Traffic jam until Ralston 101 South and North</p>	<p>Longer distance to Menlo Park Destination is far and public transportation is poor Shopping in San Francisco is difficult because of the parking situation So far Heavy traffic Traffic on Hwy 101, usually between SFO and San Mateo The Doctor is far away and I have a lot of bags Local transit is too time consuming with lack of availability Transbay so I need to transfer buses Because its during the time I have to go to work Traffic Due to timing Because I have to get on the freeway Because I have to take the freeway No service to the destination Sometimes it is far away Time consuming and no bus stops nearby Not enough sufficient buses Where I get dropped off I still have to walk back to my destination I have to walk back to get to my work I don't have a car and don't drive anymore Farther Construction, in the area 3rd Ave, San Mateo - No Easy Access- Don't drive on Hwy or long 5 hour trips Bus taking to long to come The timing</p>
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<p>Don't go alone harder to ride the buses Distance to travel Distance Travel across the bay to San Leandro I have to find own way to the airport with luggage when I travel Traffic Weather Distance - car needed Farthest distance Sometimes the bus doesn't pass on time My ride doesn't like to go there BART is too far away to parking_____ of San Mateo Distance Various location quite a distance for transportation It's the longest Because too many people wait for the bus in the morning from 6:30am- 7:45am Usually it's in SF and there's limited transportation at night Distance No car Too much stuff to carry I have to walk a few blocks from the bus stop to the medical The train Traffic to San Francisco, public transit too expensive, parking is hard Not many routes nearby have to drive Need to transfer bus Curing rush hour, like a fee for the morning and the afternoon Routes not near start and stop points; time consuming Because a lot of people who are sick need to go to the hospital Because of parking Various distances, hills, traffic, pot holes Availability of parking Because I have to use a wheelchair or a walker Elimination of RX and PX routes and reduction of KX frequencies Getting hassled by the conductor No public transportation Getting where I needed to be on time No connection that's close and fast Because of the time one needs Furthest Because I have groceries bags No parking space Long distance- traffic SamTrans eliminated express buses to San Francisco Distance and traffic Distance</p>	<p>Hour for bus it's time consuming It takes way too long to make connections or take the local bus Longest distance, daily, light traffic Location Can't read Far away and sit in traffic Traffic and roads It's the farthest in Red Wood City. I work only two miles away Not enough room Waiting for the bus Lots to carry Because I bring my child and it's difficult to bring my bags and child at the same time One mile walk to work Parking I walk a lot to the San Mateo Caltrain Station, and afterwards I walk to the hospital Traffic difficult at key periods- cost of gas No public transit that goes to where I work- I have to fight traffic Longer drive, parking in San Francisco Have to pay a toll to cross the San Mateo Bridge Go at night Because I have to do it daily Usually longer rides Parking Up and down the peninsula Expensive It is further and more complicated than most of my other trips (like shopping). The school that is 3 blocks away won't let her go there. I am also not ok with here taking a school bus for here first year in school its all the way next to 39th Ave It requires a car or other suitable means to transport the groceries back to my house. The buses around my neighborhood are not very convenient, as I commute regularly with SamTrans to San Francisco to attend school. Prior to the introduction of route 359, going to the Millbrae BART station by bus alone would take at least forty minutes (approx. 90-100 min., if I take the full trip to Daly City BART). It now takes roughly ten, but as the 359 was once an express route, I either have to wake up much earlier than needed, or am waiting at the BART station for an extended period of time to catch the bus. I either have to find someone to give me a ride or take the bus (292) Because I don't drive and I have to take the bus</p>
--	---

Q4. When do you make this trip? (Check all that apply)

Weekdays	43%	(94)
7am- 9am	34%	(75)
Weekends	30%	(65)
4pm- 7pm	28%	(62)
9am- Noon	28%	(61)
Noon- 4pm	27%	(59)
Before 7am	20%	(32)
7pm- 9pm	14%	(31)
After 9pm	14%	(31)

Q5. How often do you make this trip? (check one)

4 to 5 days per week	32%	(71)
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Once a week or less	31%	(68)
2 to 3 days per week	18%	(40)
6 to 7 days per week	7%	(16)

Q6. Where is your final destination for this trip?

By City:

San Francisco	63
San Mateo	51
Redwood City	19
Foster City	6
South San Francisco	6
Palo Alto	5
San Jose	5
Daly City	4
Hayward	2
Menlo Park	2
Santa Clara	2
Concord	1
Cupertino	1
Las Vegas	1
Pleasant Hill	1
San Diego	1
San Leandro	1
Woodside	1
Stockton	0

Q7. How do you get there?

SamTrans	41%	(91)
Drive alone	36%	(79)
Caltrain	18%	(40)
BART	17%	(28)
Bike	15%	(12)
Get a ride	14%	(30)
Walk	14%	(30)
Other	8%	(18)
Taxi	3%	(6)
VTA	1%	(3)
Paratransit	0%	(0)

Q8. Why do you travel this way? (Check ALL that apply)

Most Convenient	41%	(90)
No Other Choice	32%	(70)
Cost	27%	(59)
Faster than	27%	(60)
Cost of Parking	17%	(38)

Lack of Parking	16%	(35)
Other	11%	(24)

Q9. How would you prefer to travel for this trip? (Check ONE)

SamTrans	36%	(80)
Drive alone	24%	(53)
Caltrain	15%	(34)
Get a ride	13%	(28)
Other	11%	(25)
Paratransit	3%	(7)
Bike	2%	(5)
Walk	2%	(5)
Taxi	2%	(4)

Q10. The SECOND most difficult trip I make is to:

Recreation/Social	15%	(32)
Work	15%	(32)
Medical	15%	(33)
Other	12%	(26)
Other Shopping	12%	(26)
Grocery Store	10%	(23)
School	7%	(15)

Q11. Why is this trip difficult?

<p>Too long Restrictions- walk= 1/2 mile per day; driving = no hazard, on medication, no night driving; short trips only, etc. Bus only runs on El Camino and parking is terrible You can not travel too far away on public transit Hwy 101 congestion on the 101 Traffic on Hwy 101 Long walk I have to transfer in Palo Alto I get dropped off many blocks away from my hospital Because there aren't any other bus stops closer to the hospital Distance and traffic Because sometimes the bus take too long to come and I arrive late to where I want to go I have to walk from Humboldt Street to El Camino Real Mileage and traffic Only one leg Over bridge and paying tolls, traffic on Hwy 101-S Not all buses go to the same parts of San Francisco Have to drop off child at Daycare Very far away and looking for parking takes too much time Too much traffic Traffic occasionally I walk a long way to the bus stop Distance No inexpensive public transportation Not used to it Parking The only other trip I make besides grocery, which isn't difficult at all Crowded Timing of bus, Long bus ride</p>	<p>Taking Multiple Buses Have to take a bus to drop off my child and another to get to work I go to Kaiser Hospital in Hayward Not that many buses heading at that direction Because of the time the bus passes and the distance Distance lack of schedule information (not posted) & telephone information number not working To the hospital because many people walk sick Traffic I need to drive because I can't safely transport groceries and children on foot or on a bike. If going to San Francisco or the South Bay, factors include traffic, parking, and accessibility to Caltrain. East Bay trips are even more difficult. Some of the routes, due to running through neighborhoods, feel a little too roundabout (much like the short-lived modified 250 route that went by the San Mateo County Courthouse, as well as San Mateo High School). Long Distance Traffic on Hwy 101 Traffic to and from work Because I don't drive and I have to take the bus Out of town Because of traffic Traffic, distance, pot holes No public transit available My daughter can't take me to church on Sundays Multiple Stops so a car is needed Trains stop at midnight No public transit</p>
--	--

Because sometimes I cant take the baby carriage Traffic Sometimes I had been waiting for around an hour Because I have to be at school by 8am No other trip difficult Must drive, no public transit No routes SamTrans not always on time Because the bus is late Time Distance and Parking Parking situation Usual time for working public Difficult for parking Traffic and farther Bus takes a long time to get there with bags No direct service	My legs hurt have to walk to get to the bus, lots of blocks Because it's a top of a mountain Traffic, bags Traffic Because I walk to the bus stop Because the bus passes by every hour (bus 295) Lack of time Same jam in traffic Carrying items at home 2+ hour drive to casino In Redwood City Traffic on Hwy 101 Poor public transportation Transbay and a lot of transfer and walking Traffic Because it's too far away Because I have to take the freeway
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Q12. When do you make this trip? (Check ALL that apply)

Weekends	30%	(66)
Weekdays	29%	(63)
9am- Noon	29%	(63)
Noon- 4pm	21%	(47)
7am- 9am	21%	(46)
4pm- 7pm	17%	(37)
7pm- 9pm	13%	(29)
Before 7am	7%	(15)
After 9pm	6%	(13)

Q13. How often do you make this trip? (Check ONE)

Once a week or less	34%	(75)
4 to 5 days per week	16%	(36)
2 to 3 days per week	15%	(32)
6 to 7 days per week	6%	(14)

Q14. Where is your final destination for this difficult trip?

By City:

San Mateo	55
San Francisco	21
Redwood City	11
Palo Alto	8
Foster City	6
Fremont	4
Burlingame	3
Millbrae	3
Hayward	2
San Carlos	2
Belmont	1
Half Moon Bay	1
Hillsdale	1

San Jose	1
Mountain View	0

Q15. How do you get there?

Drive alone	32%	(70)
SamTrans	27%	(59)
Walk	12%	(27)
Get a ride	11%	(25)
Caltrain	11%	(24)
Other	9%	(14)
BART	7%	(16)
Bike	3%	(6)
Bike	3%	(6)
VTA	1%	(2)
Paratransit	1%	(1)

Q16. Why do you travel this way? (Check ALL that apply)

Most Convenient	36%	(80)
No Other Choice	29%	(64)
Faster than	20%	(44)
Cost	14%	(30)
Cost of Parking	5%	(11)
Other	5%	(11)
Lack of Parking	4%	(9)

Q17. How would you **prefer** to travel for this trip? (Check ONE)

SamTrans	26%	(58)
Drive alone	17%	(37)
Caltrain	11%	(25)
Other	9%	(19)
Get a ride	8%	(18)
Bike	4%	(9)
Walk	4%	(8)
Paratransit	1%	(3)
Taxi	1%	(3)

Q18. Do you know the **transit stop or route** closest to your home?

Yes	77%	(156)
No	23%	(46)

Q19. How safe do you feel waiting at your transit stop?

Very safe	29%	(57)
Somewhat Safe	24%	(47)

Safe	21%	(41)
Somewhat unsafe	18%	(35)
Very unsafe	9%	(17)

Q20. What **improvements** would you most like to see to your transit stop?

Bus Shelter	24%	(34)
Seating	17%	(24)
Lighting	15%	(21)
Frequent Service	13%	(18)
Security	11%	(15)
Bus Schedules	6%	(8)
Signage	4%	(6)
Cleaner Transit Stops	4%	(5)
More Buses	2%	(3)
Reduced Loitering	2%	(3)
Curb Markings	1%	(2)
Parking	1%	(2)
Traffic Signals	1%	(1)
Trash Cans	1%	(1)

Q21. Does the cost of transit ever prevent you from making trips?

No	61%	(135)
Yes	28%	(61)

Q22. If you **do not take public transit** for some or all of your trips, what is the primary **reason**?

Convenience	20%	(33)
Time	16%	(26)
Cost	15%	(24)
Use a Car	12%	(19)
Infrequency of Bus	10%	(17)
No Stops at Destinations	7%	(12)
Get a Ride	5%	(9)
Safety	4%	(7)
Late Bus	2%	(4)
Parking	2%	(3)
Transferring Between Multiple Buses	2%	(3)
Walk	2%	(3)
Work	1%	(2)
Study	1%	(1)
Mood	1%	(1)

Q23. Where would be the **best way for you to learn** about public transit?

Internet	25%	(112)
At transit stops	18%	(82)
On buses	15%	(66)
Library	12%	(56)
Information Displays	11%	(49)

Community Center	7%	(32)
Telephone	7%	(30)
Other	5%	(22)

Q24. What **language** would you prefer the information be in?

English	73%	(160)
Spanish	22%	(48)
Other	6%	(13)
Chinese	1%	(3)

Q25. Please draw your most common **walking or bicycling route** on the map. Also circle and number any **problem areas** (such as dangerous locations etc.) and explain below.

Refer to Section 1.5 – Common Walking and Bicycling Routes and Problem Areas (page 69).

Q26. Please explain the problem areas you marked above.

The responses to Q26 are still being processed. They will be mapped and utilized as a factor for recommending specific roadway/ped/bike improvements.

Q27. Please rank, 1 being the most effective and 9 being the least, which of the following improvements would make it easier for you to make trips by walking or bicycling?

Lighting	1st	2.78	(334)
Crosswalks	2nd	3.23	(336)
Other	3rd	3.28	(141)
Bicycle Lanes	4th	3.52	(324)
Sidewalk Improvements	5th	3.57	(361)
Slowing Traffic	6th	4.26	(383)
Bicycle route Signs	7th	4.35	(365)
Road Pavement Improvements	8th	4.43	(412)
Corner Curb Ramps	9th	4.54	(304)

Q28. Overall, what transportation improvements are most important to you?

More Bus Service/Frequency	23%	(50)
Bike Facility Improvements	9%	(20)
Lighting	8%	(17)
Road Improvements	7%	(16)
Safety	7%	(15)
Better Route/Service	6%	(13)
Caltrain Improvements	6%	(13)
Bus Schedule Improvements	4%	(9)
Bus Shelters	4%	(8)
Traffic Improvements	3%	(7)
Transit Cost	3%	(7)

Closer Bus Stops	2%	(5)
Shuttle	2%	(5)
BART to San Mateo	2%	(4)
Cleaner Streets	2%	(4)
Express Bus during Commute Hours	2%	(4)
Lower Fares	2%	(4)
Cleaner Buses	1%	(3)
Different Modes of Travel	1%	(3)
Green Technology/Less Pollution	1%	(3)
Taxis/Get a Ride	1%	(3)
BART Service Improvements	1%	(2)
Bus to College of San Mateo	1%	(2)
Translink/Regional Transit Pass	1%	(1)

Q29. Which of the following age groups are you?

30 to 49	37%	(82)
50 to 64	26%	(58)
65 and over	18%	(39)
18 to 29	12%	(26)
13 to 17	4%	(8)
Under 13	1%	(3)

Q30. Which **languages** are spoken in your home? (Check all that apply)

English	83%	(182)
Spanish	34%	(74)
Other	6%	(13)
Mandarin	5%	(10)
Cantonese	4%	(8)
Tagalog	1%	(3)
Vietnamese	0%	(0)
Tongan or Samoan	0%	(0)

Q31. In your home, is **English** spoken:

Very well	66%	(145)
Well	14%	(31)
Not Well	12%	(26)
Not at all	3%	(6)

Figure 38: Resident Travel Survey

28. Overall, what transportation improvements are most important to you?

Please tell us about YOU

29. Which of the following age groups are you in?

Under 13 16 to 29 50 to 64
 13 to 17 30 to 49 65 and over

30. Which languages are spoken in your home?

(check ALL that apply)
 English Spanish Tongan or Samoan
 Cantonese Tagalog Vietnamese
 Mandarin Other - specify: _____

31. In your home, is English spoken:

Very well Well Not well Not at all

32. Comments: _____

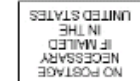
Optional and Confidential

Enter to win one of three \$100 gift card!

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

Thank you for completing this survey. Please return it by mail to us by April 2, 2010. No postage necessary.

Seal the survey closed with the self-stick strip and drop it in any U.S. mailbox. If you would prefer to take this survey online, go to www.samtrans.com/sanmateoobtp or if you have any questions regarding the North Central San Mateo Community-Based Transportation Plan, please contact Emily Avery at 650-508-6327 or averye@samtrans.com.



BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO. 15 SAN CARLOS CA
POSTAGE WILL BE PAID BY ADDRESSEE

PASSENGER SURVEY
SAMTRANS
PO BOX 3006
SAN CARLOS CA 94070-9927



Dear Community Member,
SamTrans and the City of San Mateo are seeking input to identify transportation needs for the North Central San Mateo community. The information gathered from this survey will be used to plan the transportation services for your community. Please take a moment to complete the following survey for this very important project and return it by April 2, 2010.

You may choose to enter a drawing to win one of three \$100 gift cards by completing the survey and filling in the information at the end. You must be 13 or older to fill out this survey and be eligible for the prize.

Your responses are confidential and will be used for statistical purposes only. One survey per resident.

Please tell us about your trips

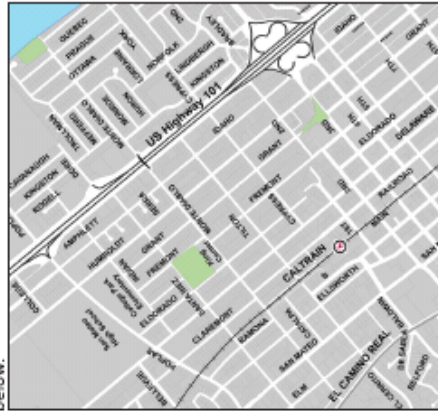
- I have a car or ride with someone to make:
 All of my trips Most of my trips
 Occasionally None of my trips
- The MOST difficult trip I make is to: (check ONE)
 Work Grocery Store Recreation/Social
 School Other Shopping Medical
Other - specify: _____
- Why is this trip difficult? _____
- When do you make this trip? (check ALL that apply)
 Before 7 am 4 pm - 7 pm Weekdays
 7 am - 9 am 7 pm - 9 pm Weekends
 9 am - noon After 9 pm
 Noon - 4 pm
- How often do you make this trip? (check ONE)
 Once a week or less 4 to 5 days per week
 2 to 3 days per week 6 to 7 days per week



24. What language would you prefer the information be in?
 English Spanish
 Chinese Other - specify: _____

Please tell us about your walking and/or bicycling experience

25. Please draw your most common walking or bicycling route on the map. Also circle and number any problem areas (such as dangerous locations etc.) and explain below.



26. Please explain the problem areas you marked above:
 1. _____
 2. _____
 3. _____

27. Please rank, 1 being the most effective and 9 being the least, which of the following improvements would make it easier for you to make trips by walking or bicycling?
 Lighting _____ Corner curb ramps _____
 Bicycle Route Signs _____ Sidewalk Improvements _____
 Bicycle Lane _____ Slowing Traffic _____
 Crosswalks _____ Road Pavement Improvements _____
 Other - specify: _____

-4- Please turn over →

15. How do you get there? (check ALL that apply)
 SamTrans Paratransit Drive alone
 Caltrain Walk Get a ride
 BART Bike Taxi
 VTA Other - specify: _____

16. Why do you travel this way? (check ALL that apply)
 Cost Faster than other options
 Most convenient Lack of parking at destination
 No other choice Cost of parking at destination
 Other - specify: _____

17. How would you prefer to travel for this trip? (check ONE)
 SamTrans Paratransit Bike Drive alone
 Caltrain Walk Taxi Get a ride
 Other - specify: _____

Please tell us about your public transit experience

18. Do you know the transit stop or route closest to your home? No Yes - specify: _____

19. How safe do you feel waiting at your transit stop?
 Very safe Somewhat unsafe
 Somewhat safe Very unsafe - Why? _____
 Safe

20. What improvements would you most like to see to your transit stop?

21. Does the cost of transit ever prevent you from making trips?
 No Yes - if so, what trip? _____

22. If you do not take public transit for some or all of your trips, what is the primary reason?

23. Where would be the best way for you to learn about public transit? (check up to three)
 At transit stops Internet
 On buses Community Center
 Telephone Library
 Information displays - where? _____
 Other - specify: _____

-3-

6. Where is your final destination for this difficult trip?
 Name of Destination _____
 City _____
 Address or Cross Streets _____

7. How do you get there? (check ALL that apply)
 SamTrans Paratransit Drive alone
 Caltrain Walk Get a ride
 BART Bike Taxi
 VTA Other - specify: _____

8. Why do you travel this way? (check ALL that apply)
 Cost Faster than other options
 Most convenient Lack of parking at destination
 No other choice Cost of parking at destination
 Other - specify: _____

9. How would you prefer to travel for this trip? (check ONE)
 SamTrans Paratransit Bike Drive alone
 Caltrain Walk Taxi Get a ride
 Other - specify: _____

10. The SECOND most difficult trip I make is to:
 Work Grocery Store Recreation/Social
 School Other Shopping Medical
 Other - specify: _____

11. Why is this trip difficult?

12. When do you make this trip? (check ALL that apply)
 Before 7 am 4 pm - 7 pm Weekdays
 7 am - 9 am 7 pm - 9 pm Weekends
 9 am - noon After 9 pm
 Noon - 4 pm

13. How often do you make this trip? (check ONE)
 Once a week or less 4 to 5 days per week
 2 to 3 days per week 6 to 7 days per week

14. Where is your final destination for this difficult trip?
 Name of Destination _____
 City _____
 Address or Cross Streets _____

-2-

Self-stick strip

CHAPTER 2 - OTHER OUTREACH EFFORTS

2.1 Community Meetings

San Mateo "Project Read" – Donna Scheifler

March 9, 2010, 10:00am

College Park Elementary School

715 Indian Avenue

San Mateo, CA

- The area on Amphlett between Poplar & Peninsula has very poor transit service
- The very limited service on Sundays is a problem; 1.5 hr headways
- Very difficult to access El Camino Real service and the County Hospital
- Bus stops are too far apart
- Streets are too narrow for bicyclists; it's hard to get through the streets when there are cars and buses
- What's needed is job development for the area
- Rent costs have been rising, very hard for residents to live in the area.
- No more increases in bus fares
- Bus shelters for pedestrians need to be established at:
 - 12th Avenue
 - Norfolk and Kehoe
 - Along Delaware Street
- Reestablish the SamTrans bus route 250 to full service and/or more service for the community
- Going to the Samaritan House can be expensive and difficult
 - Transferring is too expensive when using the bus
 - Walking to the Samaritan House can be long (45min -1hr+)
- Bus operators can be difficult
 - Bus operators often leave when customers are running for the bus
 - Children are being charged to ride the bus
 - Moms with strollers and/or many kids at times get scolded from the bus operator for taking up too much time to board the bus
- Cross Streets: Amphlett and Idaho
 - Lighting Issues
 - Gang activity occurring
- Going to the San Mateo Medical Center can be a very difficult trip
- Taking the bus to Redwood City or Palo Alto on the weekends is a hardship
 - Limited service
 - Walking distance to catch the bus is too long (especially trying to reach El Camino Real)
- Trying to attend PTA meetings at schools can be an hour long walk

- Kids are being scattered to Sunnybrae Elementary School and Horall Elementary School
- Children are assigned to schools at many different locations
- Priority is getting kids to school, but the school assignment system fails to acknowledge the community, especially parents when it comes to using public transit
- People who want to go to the College of San Mateo (CSM) on public transit face many challenges:
 - Length of trip
 - Cost of trip
 - Transfer points
 - Monthly pass
- Mt. Diablo crossway (pedestrian) is very dangerous to walk through due to:
 - Lighting issues
 - People loitering
 - Assaults

Samaritan House – Staff Meeting

March 12, 2010
 4031 Pacific Blvd. 2nd Floor
 San Mateo, CA

The Samaritan House provides a wide variety of assistance to people of low-income families. The service area for the Samaritan House spans from Millbrae to San Carlos.

The mission/purpose of the Samaritan House is to improve lives, promote self-sufficiency, and preserve dignity by providing supportive services for all members of our community in need. The services that the Samaritan House provides are: medical/dental, food, clothing, referrals to other organizations, translation, etc. The clients/constituents are low-income families. The ethnicity of who the organization serves tends to be relatively the same as in the Existing Conditions Report that has been produced for the project area. The Samaritan House serves approximately 2,200 families a year and about 50-60 people a day (depending on the weather). The average family income that the organization has served is about \$19,859.

Transportation is only available through a free bus pass giveaway (10 bus passes per month), but this program will be ending at the end of March 2010. Most of the clients arrive through car, public transit, or walking. The Samaritan House would like to see bus passes that reflect the populations need. Bus shelters should be available for residents waiting for the bus. Public transit information should be more accessible to the residents of the North Central San Mateo, especially in regards to redi-wheels and mobility transit. Pedestrian safety for the community needs to be addressed.

Suggested improvements and known issues:

- Bus passes
 - Non-commuting hours discounted monthly bus pass
 - Family bus passes – where family members can exchange the bus pass within the family
 - Weekly bus passes

- Transfers should be given when one pays for the bus fare
 - Not having transfers makes it a hardship for residents to get to their destinations
- Pedestrian Issues:
 - Crossing the street/highways can be dangerous
 - Pedestrian bridge on Mt. Diablo is dangerous to cross
 - Timing for pedestrians to cross the street can be limited
- Bicycle Issues:
 - People driving cars do not adhere to the bicycle lanes that are in the area
 - People driving within the bicycle lane

Project SCOPE – Parent-Teacher Meeting

March 23, 2010

Martin Luther King Jr. Community Center

725 Monte Diablo Avenue

San Mateo, CA, 94401

- Amphlett between Poplar Ave and College Ave is called “Block 700” by residents
- In order for students to get to College Park Elementary they would have to take either SamTrans bus route 250 and 292.
 - In order to take the buses many people would have to walk down to Delaware Street.
 - Walking to Monte Diablo Ave. and using the pedestrian walkway in order to reach the 250 bus stop
- Many moms in strollers walking long distances to get to North Shoreview Elementary School; many cross the Peninsula bridge from the Humboldt/College area in order to take Route 250
- The Monte Diablo Ave. Pedestrian Bridge can be a very dangerous place
 - Too many corners, which gives less visibility to pedestrians
 - Less visibility to pedestrians creates opportunities for criminals to hide and commit crimes in the pedestrian bridge
 - Many residents would rather walk farther routes to take their children to school than walk across the pedestrian bridge
 - Poor lighting at night
- La Hacienda Súper Mercado on North Amphlett Blvd. can be a dangerous area for customers due to the Liquor store a block away from the grocery store where many loiters are located.
- SamTrans bus route 250 use to run on Peninsula Ave. down to Humboldt Street
 - Many High School students would have to walk long distance to get to school
 - During rainy days, students get soaked
 - Students feel unsafe when crossing the Monte Diablo Pedestrian Bridge
 - Girls are being harassed on their way to and from school
- SamTrans bus route 250 would be greatly serving the community if it would resume its service to the North Central San Mateo community
 - Bus route 250 crossing over on Peninsula Ave. and continuing South on Humboldt Street and stopping on Poplar Ave.

- The bus stop on Humboldt Street and Poplar Ave. would be greatly serving students who live close by or are attending school
- Lack of bicycle facilities in the North Central San Mateo area
 - Lack of shared space between automobiles and bicyclist on the road
 - Streets are too narrow to feel safe
 - Adding bicycle facilities would be a great improvement for the community
- The main destinations for many residents in the North Central San Mateo area is to schools and hospitals
- The SamTrans fare being raised to \$2.00 was a barrier for residents to use the service
 - Many residents taking two buses to take the children to the Stanford hospital
 - Getting children to school can be difficult when you have to pay for multiple students
 - Lack of transfers also makes taking the bus a barrier
- Students who attend Park Elementary school have to walk long distances since there is no bus service
 - Many students need to cross El Camino Real, which is dangerous
 - Lack of public or school transportation for students to get to school
- Pedestrian safety is a concern at the Poplar Ave. exit
 - New traffic signal at the Poplar Ave. exit can be dangerous for motorists

Family Service Agency of San Mateo County – Staff Meeting

April 15, 2010

24 Second Avenue

San Mateo, CA, 94401

- Public Service Announcements?
 - Have there been any announcements done to a local channel?
- North Central San Mateo clients use Redi-wheels
- Family Service Agency of San Mateo serving the whole county of San Mateo
- Constituents tend to be of older age and have experienced travel difficulties
- Within the organization they provide service to clients at about 50 trips per month
 - Out of the 50 trips per month an average of 10% are from North Central residents
 - Providing door-to-door service
 - Reimburse the driver
- Coordinating with Paratransit with trip areas
- Redi-wheels should provide a door-to-door service for its customers:
 - Expand Redi-wheels services with people who are trained to handle different people with different health complexities
 - People who have memory issues
 - Setting up Redi-wheels to become more efficient with their coordination of shuttles
 - Possible Taxi vouchers for people to get to places rather than using Redi-wheels
- Cutting public transit has made it harder for transit service and for people to get to services

- Conducting a volunteer ridership for people to get to places and reimbursement for their time.
- Frequency of service with SamTrans buses within the North Central San Mateo area should be increased.

Home Association of North Central San Mateo

April 29, 2010

Martin Luther King Community Center

- The implementation of a new Kaiser Permanente Clinic in San Mateo might need a bus service in order to accommodate the North Central San Mateo community
- Safer streets are needed in order to stop loiters and gang activity
- Biking and pedestrian planning needed for the North Central San Mateo community
 - Getting kids off of taking cars for trips but becoming more active
- The bus route 53 and 292 don't serve the community but takes people to gasoline stations and fast food restaurants
 - The implementation of a bus route that passes through Humboldt Street would be of better access
- Can SamTrans provide smaller buses rather than the larger buses in the North Central community?
 - Smaller buses could be used more frequently in order to address the frequency issue that many riders have
 - Smaller buses would be more maneuverable in the narrow streets of the North Central San Mateo area

2.2 Community Based Organizations/Agency Interviews

City of San Mateo Police Department – Officer Robert Anderson

January 15, 2010

There is an ongoing problem with people loitering around the Caltrain station and intimidating pedestrians. This is particularly a problem at the pedestrian bridge at the Northwest access to the station. Women have reported derogatory comments from men loitering there. It would be great to have a “No Loitering” sign installed.

Vandalization of the restrooms at the Caltrain station costs \$15k per year.

Some reports of harassment of people by homeless people loitering at the bus stop at 1st & B Streets.

San Mateo High School – Principal Yvonne Shiu and Dan Dobbins

San Mateo Union High School District

March 8, 2010, 10:00am

506 North Delaware Street

San Mateo, CA

San Mateo High School provides education for students within or surrounding the project area. The service area of the school is related to the delineated school district and the attendance boundaries for which they comprise of.

The mission/purpose of the organization is to provide an educational environment so that the students can progress in their educational careers. The clients/constituents are from the ages of 14-20 years old. The ethnicity of the school is composed of: 38% Latino, 26% Caucasian, 20% Asian, 7.2% Filipino, 4.9% Pacific Islander, 4% African American, 1.9% Other. The San Mateo High School serves on a school year approximately 1,425 students. Approximately 300 families speak Spanish and are in walking distance to the school.

Transportation is only available for students that live outside of a 5 mile radius from the school (city mandated rule). Other school transportation to the San Mateo High School is provided by SamTrans bus routes that pass through the area. Bus schedule changes from SamTrans have been allotted for the beginning and the end of school. Service is limited during school hours. Getting to certain locations can be difficult due to lack of transfers. Connecting to different bus routes can become burdensome, due to high cost of the bus fare.

- Potential outreach opportunities:
- March 18 is Open House for families
- 1st Wednesday of every month is Latino Night
 - Possible surveys needed for distribution
- PTA meeting March 30th
 - Possible surveys needed for distribution
 - Agenda is filled
 - 5-10 minutes to talk and overview of the survey

Peninsula Conflict Resolution Center – Austin Ellis, Community Specialist

March 12, 2010

1660 S. Amphlett Blvd. #219

San Mateo, CA, 94402

- Why is the North Central area being broken up in two distinct categories: King Center and the rest of the North Central San Mateo area?
- Asian population is isolated; more outreach needed for the Asian community.
- Community Outreach at PCRC events
 - Having our presence at the events brings more recognition and information about the North Central San Mateo Community Based Transportation Plan

- Community Outreach at PCRC meetings
 - Possible presentations at their Staff meetings (3rd Thursday), AOD Community Coalition meeting (Thursdays), and the Youth Advisory Council

San Mateo Adult School – Fred Thompson

The San Mateo Adult School is dedicated to the search for knowledge, understanding and growth is continual. The San Mateo Adult School is the catalyst for student intellectual growth, creativity, and sustained health. We develop skilled workers, strong families, and successful communities by offering opportunities to learn at every stage of adult life. The service area for the San Mateo Adult School is from San Bruno to Foster City and the San Mateo Union High School District.

The students who attend the San Mateo Adult School are looking to expand their educational and vocational skills. The students who attend school range from 18 years of age to 80 years of age. The San Mateo Adult School has students from varying nationalities. The school tends to provide educational services to an estimated 1500-1800 student per month. The school unfortunately does not provide transportation for their students.

The San Mateo Adult School would like SamTrans to have a bus that would provide service for the neighborhood. Mr. Thompson would like to have a bus that would travel on Poplar Ave then head South on Humboldt Street in order for the school to have a bus stop. The bus route wouldn't just provide a better service for the community but also to seniors who will benefit from the bus route when getting to school. The San Mateo Adult School would also like to see more bike lanes throughout the North Central neighborhood. A lot of the residents who live in the North Central San Mateo neighborhood commute by riding their bikes to school, safety for the residents as well as shared road access are a big concern.

Family Service Agency of San Mateo County – Shobna Dhewant

The Family Service Agency of San Mateo County provides a comprehensive array of community service programs that empowers children, families and older adults with life-long skills to build a self sufficient future. We offer child development programs, wellness programs for seniors, a low cost loan program for low-income parents, and visitation services for children whose parents are going through a divorce. The Family Service Agency serves the whole city of San Mateo including the project area of the North Central San Mateo community.

Our clients range from infants to seniors with children in our child development and school ready programs, seniors in our peer counseling and health and wellness programs and families needing finance to achieve self sufficiency. The needs of our clients are diverse but our services offer a hand up towards self sufficiency. Approximately 40% of our clients are Hispanic/Latino with another 20% African American, another 25% Caucasian and the remaining distributed amongst Asian, Pacific Islander and other ethnicities. We serve approximately 1,600 clients on a monthly basis with 30% from the city of San Mateo. A more precise measurement of the particular neighborhood cannot be made. We provide an automobile loan program for low-income parents and senior transport services in our Older Adults Program.

College Park School – Diana Omo Hallock, Principal

April 8, 2010

Many students who live in the north central area attend other schools in our district. I do know parents struggle to get to specific school sites from the North Central area to pick up sick children during the school day and to attend evening meetings and parent conferences. Parents who cannot drive also struggle to participate in evening meetings at our district office.

However, in service to our north central families, many events such as parent conferences, PTA meetings, parent education events, kindergarten information evening, and new student enrollment opportunities are duplicated on the College Park campus in both Spanish and English. Yes, schools such as Baywood Elementary, Meadow Heights Elementary, etc. have parent conferences, PTA, and English Learners meetings both on their own school site and here at College Park. It is a wonderful partnership.

2.3 Hotline

Laurie Watanuki, Resident and Stakeholder Committee Member

January 19, 2010

- Pedestrian Issues:
 - 5th Avenue is the pedestrian path to the Downtown and Central Park. We are working with the Pedestrian and Bicycle Committee to promote a Pedestrian Gateway on 5th Avenue from Amphlett to B Street.
 - We need green pedestrian street lamps on 5th Avenue from Eldorado to Delaware, and along the 400 block of Eldorado so that residents can walk safely to the Downtown and Music Series at night.
 - We need green pedestrian street lamps on SOUTH side of 4th Avenue from Eldorado to Idaho for safety at night. The north side already has lamps.
- Bicycle Issues
 - 5th Avenue is the preferred bike route to the Downtown and Central Park since there is less traffic. We are working with the Pedestrian and Bicycle Committee to promote a Class III Bike Route on 5th Avenue from Amphlett to B Street.
- Transit Issues
 - In the past, commuters from other neighborhoods used the bus stop at 4th and Grant parked in our neighborhood along Grant and Humboldt. This impacted residential street cleaning and parking. We cannot get residential parking permits because we are not an R1 (single family) neighborhood.
 - There is a convenience/liquor store at this bus stop that already generates on-going pedestrian litter. The combination of the bus stop and the convenience/liquor store generates more litter in our neighborhood.

- There is a KX bus stop at 4th and B Street which residents take to Daly City. Residents can also walk to the Downtown Transit Center to catch Sam Trans
- We want to promote more pedestrian and bike usage around the 1 mile radius of the Downtown.

Tami Rosell, Resident

April 2, 2010

I have spoken to many people in the morning on 9th Ave. I have asked why they are walking on 9th instead of 5th Ave. I have been told that they are uncomfortable walking to town on 5th because of all of the illegal men on the corners. I personally, worked downtown and walked to work and re-routed to 7th or 9th to avoid these men. If 5th can become our neighborhoods thoroughfare again, that would be wonderful. Anything we can do to make things feel safer and bring our town closer to our homes without walking out of our way to get to our destination, whether it be Draggers, the movies or any of the fun shops in town.

Lilian Ayres

May 25, 2010

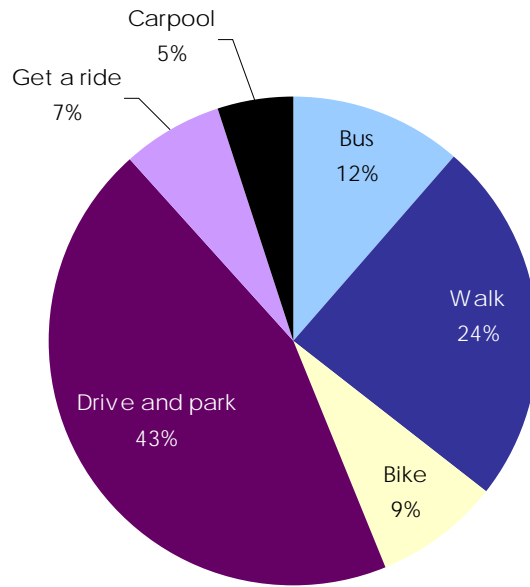
Redi-wheels service needs to be improved in order to better assist residents with disabilities in the North Central San Mateo community. When using Redi-wheels, it is very seldom that they come on time. There has been multiple times where I will be called that the shuttles are on their way but I end up waiting an hour for them to get there. I would like to see more on time service and extended hours for people to get to destinations and return back home. I have heard from other users that sometimes they will call and get confirmation of a shuttle heading to them but they never show up. There should also be door to door service in assisting disabled people, rather than having some drivers just wait by the shuttle. Despite these issues the drivers are very good and very nice.

2.4 Adult School Survey

Staff received over four hundred completed surveys from students at the San Mateo Adult School. A blank copy of the survey can be found in Figure 41 on page 92.

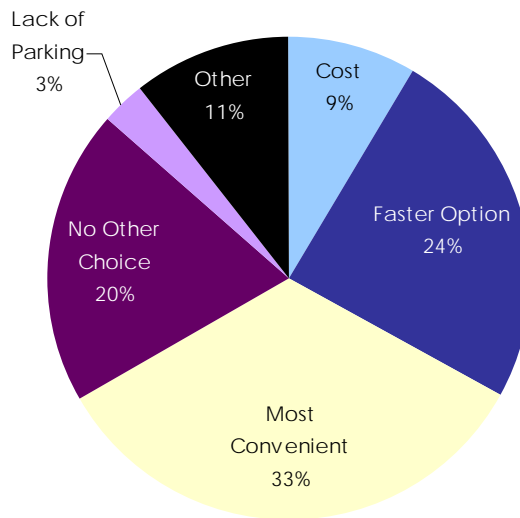
Although roughly half (55%) of students drive, carpool, or get a ride to the Adult School, a very high share indicated they walk, ride their bike, or take the bus (Figure 39). 141 (33%) of the respondents indicated that they walk or bike to the School.

Figure 39: Mode of Travel to Adult School



When asked why they have chosen this mode of travel, approximately half (57%) indicated this was the most convenient or fastest option. This correlates roughly with the automobile access responses above, indicating that those who are traveling by foot, bike, or bus are likely doing so due to cost or lack of alternatives.

Figure 40: Reason for Specified Mode of Travel



Participants were also asked to rank which of a series of improvements would make it easier for them to walk or ride their bicycle to school. The responses were either ranked as requested, or respondents simply chose to check the improvements they preferred. Of the ranked responses, the desired improvements were, in order of preference:

1. Lighting

2. Crosswalks
3. Bike Lanes
4. Slower Traffic
5. Bicycle Route Signs
6. Sidewalk Improvements
7. Road Pavement Improvements
8. Corner Curb Ramps

Of the checked responses, the desired improvements were, in order of frequency:

1. Lighting
2. Bike Lanes
3. Crosswalks
4. Slower Traffic
5. Bicycle Route Signs
6. Sidewalk Improvements
7. Other
8. Road Pavement Improvements
9. Corner Curb Ramps

When asked what transportation improvements they would like to see in the community, the overwhelming majority of answers related in increasing bus service, reducing the cost of public transit, putting in better lighting, and bicycle facilities improvements.

Raw Survey Results

These raw survey results are based on 404 returned surveys. A blank copy of the survey is shown in Figure 41 on page 92.

Q1. How do you get to school?

Drive and park	47.52%	(192)
Walk	25.74%	(104)
Bus	12.38%	(50)
Bike	9.16%	(37)
Get a ride	7.18%	(29)
Carpool	5.45%	(22)
Taxi or Train	0.50%	(2)
Train	0.25%	(1)

Q2. Why do you get to school this way?

Most Convenient	44%	(178)
Faster Option	32%	(129)
No other choice	26%	(104)
Other	14%	(56)

Cost	11%	(45)
Lack of Parking	4%	(15)

Q3. Please rank which of the following improvements would make it easier for you to walk or ride your bike to school.

Ranked Surveys	Average Ranking
Lighting	2.64
Crosswalks	2.94
Bike Lanes	3.71
Slower Traffic	3.83
Bicycle Route Signs	4.37
Sidewalk Improvements	4.42
Road Pavement Improvements	5.43
Corner Curb Ramps	6.30
Other	6.44
Checked Surveys	Frequency Checked
Lighting	80
Bike Lanes	75
Crosswalks	70
Slower Traffic	68
Bicycle Route Signs	53
Sidewalk Improvements	50
Other	34
Road Pavement Improvements	31
Corner Curb Ramps	30

Responses to questions 4 and 5 have been incorporated into our analysis of needed pedestrian and bicycle facility improvements.

Q4. On the map please draw the route you take to come to school.

Q5. On the map, please circle problem areas (such as missing sidewalks, dangerous locations, poor lighting).

Q6. Can you list any transportation improvements you would like to see in our community?

A covered bus stop, with a bench while waiting for the bus on Poplar Ave. Make more lanes for the left turn on El Camino Real. It could prevent traffic More buses More frequent buses/Caltrain Lights at bus stop for safety purposes Bus route and schedule posted at bus stops Bike lanes Crosswalks I would ride a bike. If there is a bike lane from Millbrae to San Mateo	More buses More buses More buses More bike lanes I would like to take a bus Bart Busy Streets Poor lighting More bike lanes More buses Transportation for handicap people
---	---

<p>More Parking Bus route frequency Crosswalks and Road Pavements Hwy 92 merging lane is very short and very dangerous Caltrain More Traffic lights Better asphalt More buses for key locations kike the community college More buses Better Lighting Better Signs More light Bus More Bus Routes Make bus run faster Small restaurant I would like to see motorcycle and bike Restaurant/Cyber Café More bus routes and bus stops Bike lanes Road pavement improvements Friday disco More buses Bike lanes Free Bikes More buses would help More Bus routes Camera/Videos of pedestrian traffic More street lights More bus and taxis More street lights Bus More buses Lighting Bus, bike More taxi cabs around the area Bus to schools A bus for when school starts and when it lets out Buses from Half Moon Bay on time to the school Buses Poor lighting Bus, Train, Bicycle, Motorcycle Poor lighting People loitering Poor lighting Police Security school streets Better lighting at the school and around the Poor lighting, all around the school is poor lighting Better lighting at the school and around the school streets More transportation More buses Police</p>	<p>We need new bicycle route signs and more slower traffic No crosswalks on Poplar Ave. in front of the San Mateo Adult School More buses for poor people Uneven Pavement Rough bike lane Rough entrance to school Better bus service More buses Places of fast traffic, no safe bicycle lanes along the whole route More frequent buses, there are too few and unreliable to take Better roads and traffic control More speed checks on North Delaware Street. A bus for the smart center student Lower fees A crosswalk needed The SamTrans route 292 bus should be on time Buses Crosswalks Lighting BART lane Bus Bus Bike lanes Extend the BART line to San Mateo Bicycle lanes Bus Bus to enter San Mateo hill More lighting on Humboldt Street to Rollins Road Lighting Poor lighting Poor lighting Poor lighting Needs road pavement improvements SamTrans could provide some Shuttle Cars for transportation to the nearest street around where the problems are More buses More buses Walking Improvements Lighting and Sidewalk improvements, Bicycle route signs Shuttles for the community More buses running during the day Poor lighting More police presence More buses Less expensive mode of transportation More buses More buses Poor lighting More buses Better lighting at the school Pavement improvements</p>
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Figure 41: San Mateo Adult School Survey

North Central San Mateo Transportation Committee

Transportation Information from the students at the San Mateo Adult School

1. How do you get to school? Please circle
 - Bus
 - Walk
 - Bike
 - Taxi
 - Train
 - Drive and park your own car
 - Get a ride and you are dropped off
 - Carpool

2. Why do you go to school this way? Check all that apply
 - Cost
 - No other choice
 - Faster than other options
 - Lack of Parking
 - Most convenient
 - Other _____

3. Please rank which of the following improvements would make it easier for you to walk or ride your bike to school?
 - Lighting
 - Crosswalks
 - Slower traffic
 - Bike lanes
 - Sidewalk improvements
 - Bicycle route signs
 - Road pavement improvements
 - Corner curb ramps
 - Other _____

4. On the map please draw the route you take to come to school

5. On the map, please circle problem areas (such as missing sidewalks, dangerous locations, poor lighting)

6. Can you list any transportation improvements you would like to see in our community?

Do you live in North Central San Mateo? () Yes () No

2.5 San Mateo High School Safe Route to School Survey

Fifteen of the San Mateo High School Safe Route to School surveys were returned. This number of surveys represents a very small portion (1%) of the total student population at the high school. Consequently, the following results may not accurately reflect the opinions of all students at the school. A blank copy of the survey (in both English and Spanish) can be found in Figure 42 starting on page 96.

When asked about sidewalks on the route to school, several students indicated that cars or trucks are blocking the sidewalk. Students also indicated that the sidewalks are not continuous and are unsafe or difficult to walk on, especially for wheelchairs, strollers, and wagons.

When asked about street crossings, several students noted that more marked pedestrian crossings are needed, and that parked cars on the street or utility poles block the view of traffic. Some students also noted that traffic seems to be moving too fast.

When asked about safety, the most common response was that the amount of traffic or the behavior of drivers makes pedestrians feel unsafe. Some students also indicated that there is not enough lighting for walking in the dark.

Most of the students who participated in the survey rated the overall walkability of the school route as either “good” or “excellent.” A few rated the route as “fair,” and one rated the route as “poor.”

Raw Survey Results

These raw survey results are based on 15 returned surveys. Blank surveys in English and Spanish are shown in Figure 42 beginning on page 96.

Q1. Sidewalks:

Cars or trucks are blocking the sidewalk	6	40%
There are sidewalks, but they are not continuous	3	20%
Sidewalks are broken, cracked, making them unsafe and difficult to walk on	3	20%
Sidewalks do not have ramps (curb cuts) for wheelchairs, strollers, and wagons	3	20%
There are no sidewalks	1	7%
Sidewalk are blocked with poles, signs, shrubbery, dumpsters, etc.	1	7%
Sidewalks are too close to fast-moving traffic	1	7%
There is not enough room for two people to walk side-by-side	1	7%
Other (please specify)	0	0%

Overall Rating of Sidewalks:

Good	8	53%
Fair	4	27%
Excellent	1	7%
Poor	0	0%

Q2. Street Crossings:

Need marked pedestrian crosswalks	4	27%
Parked cars on the street or utility poles are blocking the view of traffic	4	27%
Pedestrian crossing signals are not long enough for pedestrians to reach the other side of the street	3	20%
Road is too wide to cross safely	2	13%
Need traffic signals	2	13%
Need pedestrian crossing signals/audible signals	2	13%

Traffic signals make pedestrians wait too long before crossing	1	7%
Trees or plants are blocking the view of traffic	1	7%
Other (specify)	0	0%

Overall Rating of Street Crossings:

Good	10	67%
Fair	3	20%
Excellent	1	7%
Poor	1	7%

Q3. Traffic and Driver Behavior:

Drivers seem to be going too fast	4	27%
Drivers do not yield to pedestrians	2	13%
Drivers do not look before backing out of driveways	2	13%
Drivers do not obey traffic signals	1	7%
Drivers do not stop at stop signs	0	0%
Other (specify)	0	0%

Overall Rating of Traffic and Driver Behavior:

Good	7	47%
Fair	4	27%
Excellent	2	13%
Poor	1	7%

Q4. Bicycle Facilities:

There are no bicycle facilities	3	20%
Bicycle lane is present but is not wide enough	1	7%
Bicycle facilities is present but needs additional help crossing a busy street (e.g. traffic signal or refuge island)	1	7%
Bicycle facilities are present but have gaps	0	0%
Bicycle lane/path is present but has debris in it	0	0%

Overall Rating of Bicycle Facilities:

Good	6	40%
Excellent	4	27%
Fair	3	20%
Poor	1	7%

Q5. Safety:

Do not feel safe because of the amount of traffic	4	27%
Street do not have enough lighting for walking in the dark	4	27%
Do not feel safe because of behavior of drivers	3	20%
Unleashed/scary dogs are along the route	1	7%
Other (specify)	1	7%
People are loitering along the route	0	0%

Vacant buildings and run-down property are along the route	0	0%
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Overall Rating of Safety:

Good	9	60%
Fair	4	27%
Excellent	2	13%
Poor	0	0%

Q6. Appeal:

Locations need more grass, flowers, trees, etc.	4	27%
There is trash on the path	1	7%
Other (specify)	0	0%

Overall Rating of Appeal:

Good	7	47%
Excellent	6	40%
Fair	2	13%
Poor	0	0%

Q7. Overall Rating of School Route Walkability:

Good	8	53%
Excellent	7	47%
Fair	4	27%
Poor	1	7%

Q8. What would you like to change about the walk to school?

- Pedestrian safety
- School benches
- Trash receptacles
- Security
- Bicycle divisions
- Crossing signals
- Crossing lines
- Stop signs
- More lighting
- Smaller buses used in the neighborhood
- More trees
- Roads to be clean
- Elimination of graffiti, trash, and broken glass

Figure 42: Safe Route To School Survey (English and Spanish)

San Mateo High School Safe Routes to School Survey

Introduction:

In this activity students will walk and/or bike to their school and identify safe and hazardous areas on their route. The Safe Route to School Survey will provide multiple questions that will help the students look for specific problems that may arise on their route. If the survey is to be administered as a **homework assignment**, please advise students to have a parent and/or guardian with them while they conduct the walking/bicycle Safe Route to School Survey.

If the Safe Route to School Survey is going to be administered as a **classroom assignment** here are some suggestions in how to conduct the class activity. This outline may be altered in order to fit the needs of your classroom.

Suggested Materials:

- "Safe Route To School" Survey
- Small maps of walking routes
- Large map of school area, mounted on firm backing
- Pencils, markers
- Clipboards, magazines or square of cardboard (writing surface for audit)
- Optional: digital cameras

Preparation and Instructions

1. What to Look For

- Hand out the *Safe Route to School* survey(s) and review the content of the list(s). If both a walking and bicycling audit will occur, break into two groups for the review.
- Decide on route starting/ending points to be assigned
- Find adult chaperones to participate in the *Safe Route to School* survey

2. Walking/Bicycling Routes

- Form groups.
- Hand out the maps.
- Explain that each student will identify hazards and the location of the problems, on his/her map.
- Give each group an extra map to use when they compile their observations.
- If photographs will be taken, explain the need to record the location of the photograph.

3. Group Discussion and Recommendations

- Ask if each group can present their top three priority problems.
- Once each group has presented, discuss about possible recommendations on how to fix the problems they saw in their neighborhood.

Safe Route to School Survey

Instructions: We would like you to walk or ride your bicycle to school on a typical weekday. Place a "✓" next to any items that you found to be a problem on the route to and from school and record the location of the problem after the item.

★ By completing this survey you will also be submitted to a drawing to win a \$25 Cinemark Movie Theater gift card! ★

Route Taken (e.g. Starting from A street heading north to B street then East to school):

1. Sidewalks

- There are no sidewalks. (Skip to Number 2)
- There are sidewalks, but they are not continuous.
- Sidewalks are broken or cracked, making them unsafe or difficult to walk on.
- Sidewalks are blocked with poles, signs, shrubbery, dumpsters, etc.
- Sidewalks are too close to fast-moving traffic.
- There is not enough room for two people to walk side-by-side.
- Sidewalks do not have ramps (curb cuts) for wheelchairs, strollers, and wagons.
- Cars or trucks are blocking the sidewalk.
- Other. (please specify)

Location (Cross Street)

Overall rating of sidewalks (check one): Excellent Good Fair Poor

2. Street Crossings

- Road is too wide to cross safely.
- Need traffic signals.
- Traffic signals make pedestrians wait too long before crossing.
- Need pedestrian crossing signals/audible signals.
- Pedestrian crossing signals are not long enough for pedestrians to reach the other side of the street.
- Need marked pedestrian crosswalks.
- Parked cars on the street or utility poles are blocking the view of traffic.
- Trees or plants are blocking the view of traffic.
- Other. (please specify)

Location (Cross Street)

Overall rating of street crossings (check one): Excellent Good Fair Poor

3. Traffic and Driver Behavior

- Drivers do not stop at stop signs.
- Drivers do not obey traffic signals.
- Drivers seem to be going too fast.
- Drivers do not yield to pedestrians.
- Drivers do not look before backing out of driveways.
- Other. (please specify)

Location (Cross Street)

Overall rating of traffic and driver behavior (check one): Excellent Good Fair Poor

4. Bicycle Facilities (e.g. bike lanes, signed bike routes, or paths)

- There are no bicycle facilities
- Bicycle facilities are present but have gaps
- Bicycle lane is present but is not wide enough
- Bicycle lane/path is present but is blocked by parked cars
- Bicycle lane/path is present but has debris in it
- Bicycle facility is present but need additional help crossing a busy street (e.g. traffic signal or refuge island)

Location (Cross Street)

Overall rating of bicycle facilities (check one): Excellent Good Fair Poor

5. Safety

- Do not feel safe because of the amount of traffic.
- Do not feel safe because of the behavior of drivers.
- Streets do not have enough lighting for walking in the dark.
- People are loitering along the route.
- Unleashed/scary dogs are along the route.
- Vacant buildings and run-down property are along the route.
- Other. (please specify)

Location (Cross Street)

Overall rating of safety (check one): Excellent Good Fair Poor

6. Appeal

- Locations need more grass, flowers, trees, etc.
- There is trash on the path.
- Other. (please specify)

Location (Cross Street)

Overall rating of appeal (check one): Excellent Good Fair Poor

7. Overall Rating of School Route Walkability

- Excellent: Walking to school is easy, pleasant, and safe.
- Good: There are a few problems with walking to school, but children can do it safely.
- Fair: Walking is difficult; safety is a concern on many of the routes to school.
- Poor: The routes to school are unsafe for children to walk.

What would you like to change about the walk to school? (write below).

Encuesta Para la Ruta Segura a la Escuela

Introducción:

En esta actividad los estudiantes van a caminar/ir de bici en ruta a la escuela, para identificar zonas seguras y peligrosas. La Encuesta Para la Ruta Segura a la Escuela se proporcionará de preguntas múltiples para ayudar a los estudiantes a buscar problemas específicos que pueden surgir en su ruta. Si la encuesta se administrara como una **tarea**, por favor avise a los estudiantes a tener un pariente y/o un guardián con ellos, mientras que conduzcan la encuesta para la ruta segura a la escuela a pie/bici.

Si la encuesta para la ruta segura a la escuela va a ser administrado como una **asignación de clase** aquí hay algunas sugerencias de cómo llevar a cabo la actividad de clase. Este esquema puede ser modificado con el fin de satisfacer las necesidades de su clase.

Materiales Sugeridos:

- Encuesta Para la Ruta Segura a la Escuela
- Pequeños mapas para las rutas a pie
- Lápices, marcadores
- Portapapeles, revistas o un cuadro de cartón (para escribir sobre superficie)
- Opcional: cámara digital

Instrucciones y Preparación:

1. Lo Que Debes Buscar

- Repartir la encuesta a los estudiantes y revise el contenido de la lista(s). Si un viaje a bicicleta y a pie se van a producir, es recomendado a partir en dos grupos para la revisión.
- Deciden cuales van a ser los puntos de comienzo y finalización para la ruta
- Buscar adultos para acompañar y participar en la encuesta sobre la ruta segura a la escuela

2. Rutas Para Caminantes o Andar En Bicicleta

- Forma grupos
- Distribuir los mapas
- Explique que cada alumno debe indentificar los peligros o problemas de su ruta a la escuela en su mapa
- Dé a cada grupo un mapa extra para usar cuando se compilan sus observaciones
- Si se van a tomar fotografías, explique la necesidad de registrar la localidad de la fotografía.

3. Discusiones de Grupo y Recomendación

- Pregunte si cada grupo puede presentar sus tres problemas prioritarios
- Una vez que cada grupo ha presentado, hablen acerca de posibles recomendaciones sobre cómo solucionar los problemas que vieron en su vecindario.

Encuesta Para la Ruta Segura a la Escuela

Instrucciones: Nos gustaría que camines o andes en bicicleta a la escuela en un día típico. Coloque un “✓” al lado de cualquier elemento que resultó ser un problema en la ruta ha y desde la escuela y registre el problema después de la partida.

☆**Al completar esta encuesta también se someterá a un sorteo para ganar una tarjeta de regalo de \$25 al Cinemark Movie Theater!** ☆

Ruta Seguida (e.g. Comenzando en la calle A siguiendo Norte a la calle B después al Este a la Escuela):

1. Las Aceras

- No hay aceras (Pasar a Número 2)
- Hay aceras, pero no son continuas
- Las aceras están rotas o agrietadas, por lo cual son inseguras y difícil de caminar sobre ellas
- Las aceras están bloqueadas con postes, carteles, basura, contenedores de basura, etc.
- Las aceras están muy cerca de tráfico rápido
- No hay suficiente espacio para dos personas para caminar lado a lado
- Las aceras no tienen rampas (entradas de acceso) para sillas de ruedas, cochecitos, y vagones
- Automóviles o camionetas están bloqueando el camino
- Otros (por favor de especificar)

Sitio

Clasificación de las aceras: Excelente Bueno Más o Menos Malo

2. Cruce de Calles

- La carretera esta demasiado ancha para cruzar con seguridad
- Necesidad de señales de tráfico
- Las señales de tráfico hace que los peatones esperen demasiado tiempo antes de cruzar
- Necesidad de señales de cruce peatonal/señales acústicas
- Las señales de cruce para los peatones no son suficiente en tiempo para los peatones para llegar al otro lado de la calle
- Necesidad de aceras marcada para peatones
- Los carros parqueados en las calles o postes de utilidades están bloqueando la vista del tráfico
- Árboles o plantas están bloqueando la vista del tráfico
- Otro (por favor de especificar)

Sitio

Clasifique los cruces de calles: Excelente Bueno Más o Menos Malo

3. Tráfico y el Comportamiento de los Conductores

- Los conductores no se detienen en las señales de alto
- Los conductores no obedecen las señales de tráfico
- Los conductores manejan demasiado rápido
- Los conductores no se paran cuando hay peatones
- Los conductores no miran atrás antes de retirarse de los caminos de entrada
- Otro (por favor de especificar)

Sitio

Clasifique el tráfico y el comportamiento de los conductores:
 Excelente Bueno Más o Menos Malo

4. Comodidades para la Bicicleta

- No hay comodidades para la bicicleta
- Hay comodidades para la bicicleta pero no son constante
- El carril de bicicleta esta presente pero no es muy ancho
- Carril de bicicleta/ruta está presente, pero está bloqueado por vehículos estacionados
- Carril de bicicleta/ruta está presente pero hay basura en el
- Comodidades de bicicletas están presente, Pero necesitas mas ayuda para cruzar una calle mas transitada (por ejemplo, las señales de tráfico o una isla de refugio)

Sitio

Clasifique las comodidades para la bicicleta: Excelente Bueno Más o Menos Malo

5. Seguridad

- No se sienten seguro debido a la cantidad de tráfico
- No se sienten seguro, por los comportamientos de los conductores
- Las calles no tienen suficiente luz para caminar por la noche
- Hay gente que está merodeando por la ruta
- Perros sueltos alrededor de la ruta
- Edificios vacíos y propiedades mal mantenidos están a lo largo de la ruta
- Otro (por favor de especificar)

Sitio

Clasifique la seguridad: Excelente Bueno Más o Menos Malo

6. Apelación

- Los lugares necesitan más hierba, flores, árboles, etc.
- Hay basura en el camino
- Otro (por favor de especificar)

Sitio

Clasifique la apelación: Excelente Bueno Más o Menos Malo

7. Clasifique la Evualación Total de su Ruta a la Escuela

- Excelente: Caminar a la escuela es fácil, agradable y segura.
- Bueno: Hay algunos problemas para caminar a la escuela, pero se puede hacer con seguridad.
- Más o Menos: Caminar es difícil, la seguridad es una preocupación para mi ruta a la escuela.
- Malo: Las rutas a la escuela no son seguras para caminar.

¿Qué te gustaría cambiar en tu camino a la escuela?

CHAPTER 3 - NORTH CENTRAL SAN MATEO CBTP STAKEHOLDER COMMITTEE MEETINGS

November 18, 2009

Pedestrian Issues

- Connections to the downtown are an issue for walking and biking, particularly due to Caltrain
- The new pedestrian bridge over US 101 at Monte Diablo has some safety issues; students are not safe using it
- The 3rd Avenue US 101 crossing is not very safe
- The school-serving bus is overcrowded so many kids walk or take bicycles to the Elementary Schools

Bicycle Issues

- A bicycle route is needed on 3rd Ave between Amphlett Blvd. and B Street
- High School students don't tend to ride their bikes to school
- More bicycle parking is needed in the downtown
- Bicycling is dangerous on 3rd Ave and 4th Ave
- Bicycling is dangerous downtown due to the diagonal parking
- Route posting would encourage more bicycling
- Youth often are riding bicycles to schools outside of the area
- 5th Avenue serves as a common bike route to Aragon High School and is not very safe

Transit Issues

- There are no east-west bus connections; this is a problem for students
- It is difficult to find transportation for kids going home in the evening after activities
- The bus stop at Tilton & Delaware is too dark
- Pedestrian access to the KX bus stop at Highway 101 is dangerous and includes a ramp crossing
- People drive and park their cars at 4th and Grant to take the bus
- King Center used to have a bus stop and was a major provider of transit information to the community; senior activities have decreased without the transit service.

Cost Issues

- The lack of a free transfer is a big problem
- Discourages casual use of public transit
- Results in people walking long distances to avoid two bus fares
- It is too complicated to get bus passes for low-income residents
- Caltrain is too expensive for low-income residents

Outreach and Information Issues

- SamTrans is not on Google Maps

- General lack of information on how to use the bus for low-income residents and non-English speakers

Key Destinations

- Samaritan House
- General Hospital (currently must walk to El Camino to get a bus)
- Tanforan and Hillsdale Malls
- San Francisco
- San Mateo Adult School
- King Center

School Transportation Issues

- Suggested to work with College Park Elementary, San Mateo Adult School, King Community Center
- The school bus cuts have had a big impact on low-income families in this area.
- Park and Sunnyvale have been very affected
- The needs of different types of schools will be very different; select schools with different age levels to work with.
- An obstacle for middle school students is finding a way home following after-school activities – this prevents many of them from participating in activities.
- Perhaps the “walking school bus” concept?
- Many parents do not have cars
- Can this study look at the impediments to owning cars? Car sharing and low-cost loans may be options, although many low-income families are not eligible.

Additional Stakeholder Groups

- Work with the AOD Youth Advisory Council.
- Project Read
- Congregational Church

April 22, 2010

The Stakeholder Committee discussed the stated needs and potential strategies, and suggested that staff explore the following potential strategies:

Potential Strategy 1

- Increased Police Patrol on and around the Monte Diablo pedestrian crossway
- Lighting to be added in the surrounding area of the Monte Diablo pedestrian crossway as well as on the crossway

Potential Strategy 2

- Enhance public awareness of Caltrain service
- Caltrain night service extended for late night trips

- Distribute information about different routes
- Compare pricing between Caltrain and SamTrans
- Better disseminate information about transit options

Potential Strategy 3

- Create a School Pool Program (Carpooling) for students to get to school.
- School must embrace for this to become a reality
- Better communication is needed for carpooling to take place
- Schools are provided with busing services if the distance the student travels to school is higher than one mile.
- Many childcare service are on the College Park campus
- Childcare services are available for kids in the North Central San Mateo but becomes difficult when trying to get multiple students to different schools outside the project area
- Bicycle lanes for students to ride their bikes
- Drop off areas for students (strategies and educating students)
- The San Mateo-Foster City Elementary School District supports the North Central San Mateo Community Based Transportation Plan and looks forward to further collaborations to meet the communities transportation needs
- Busing on Delaware Street (either the 53 or 250) should be re-routed to have a stop on El Camino Real in order to service students that go to Borel Middle School
- The San Mateo-Foster City Elementary School District is conducting a traffic analysis for College Park Elementary as part of a major renovation
- College Park Elementary will be going under renovations for the next two years
- 400-500 students get bused to school daily
- Magnet schools don't provide transportation for students, because a larger majority of students come from different cities
- Many families who live in the project area apply to go to the magnet school because of its proximity
- A shuttle service for schools could help out the North Central San Mateo community
- Coordination with schools in order to implement Walking School Bus
- School District is currently looking at streamlining and modifying the bus routes.
- More of a shuttling style than the current setup. School start times may also be adjusted.

Potential Strategy 4

- Rerouting of the SamTrans bus route 250 in order to service students from the North Central San Mateo area to the College of San Mateo
- Possible carpooling service to College of San Mateo; better communication needed
- School districts are being affected by a 3 million dollar cutback
- Possibility of busing students to school (elementary and middle schools) and changing start times in order to reach a maximum bus pick up and drop off of students
- Night owl service

Potential Strategy 5 and 6

- The creation of pedestrian medians and countdown digital signage for pedestrians to cross El Camino Real

Potential Strategy 7

- San Mateo Medical Center is actually on 37th Ave
- People from the North Central San Mateo area especially in the College Park location actually work in the surrounding malls and hospitals
- Reinstate the SamTrans route 43G (Old Samaritan House location to King Community Center to the Rite Aid and then to Downtown San Mateo). The old route had difficulties around Monte Diablo Ave due to on street parking that makes the streets too narrow for buses to make turns. The SamTrans bus route 43G did serve the North Central San Mateo community.
- Add a Volunteer Driver Program
- Transit isn't always the best solution for elderly, disabled, ill population

Potential Strategy 9 and 10

- Strengthening the neighborhood watch program, possibly to emulate the Guardian Angels program from New York
- Loitering is due to concentration of Day Laborers
- Educating them about the Workers Resource Center; passing out information cards about the Workers Resource Center and them moving to that location
- Loitering between Second and Fifth Ave impacts pedestrian traffic
- More lighting on Fourth and Fifth Avenue
- Skateboarders can be intimidating

Potential Strategy 14

- Conducting “How to take public transit” classes for the community
- Mini-loans for transit passes

Potential Strategy 17

- Monthly passes to be broken down to address possible cash flow problems that many residents might have
- Explore transfers between transit systems (SamTrans, Caltrain, and MUNI)

Appendix D: 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

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	

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.	
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

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

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

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 late summer 2008. 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. These include:

- #1: Provide Circulator Shuttle Service
- #2: Provide Discounted Taxi Rides to Medical Facilities
- #3: Subsidize School Bus Service
- Select elements of other recommended strategies

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/>) in August or September 2008.