

SAN RAFAEL TRANSIT CENTER OPEN HOUSE - AUGUST 15, 2023

WHAT WE HEARD REPORT

AUGUST 28, 2023



Prepared by
DIALOG

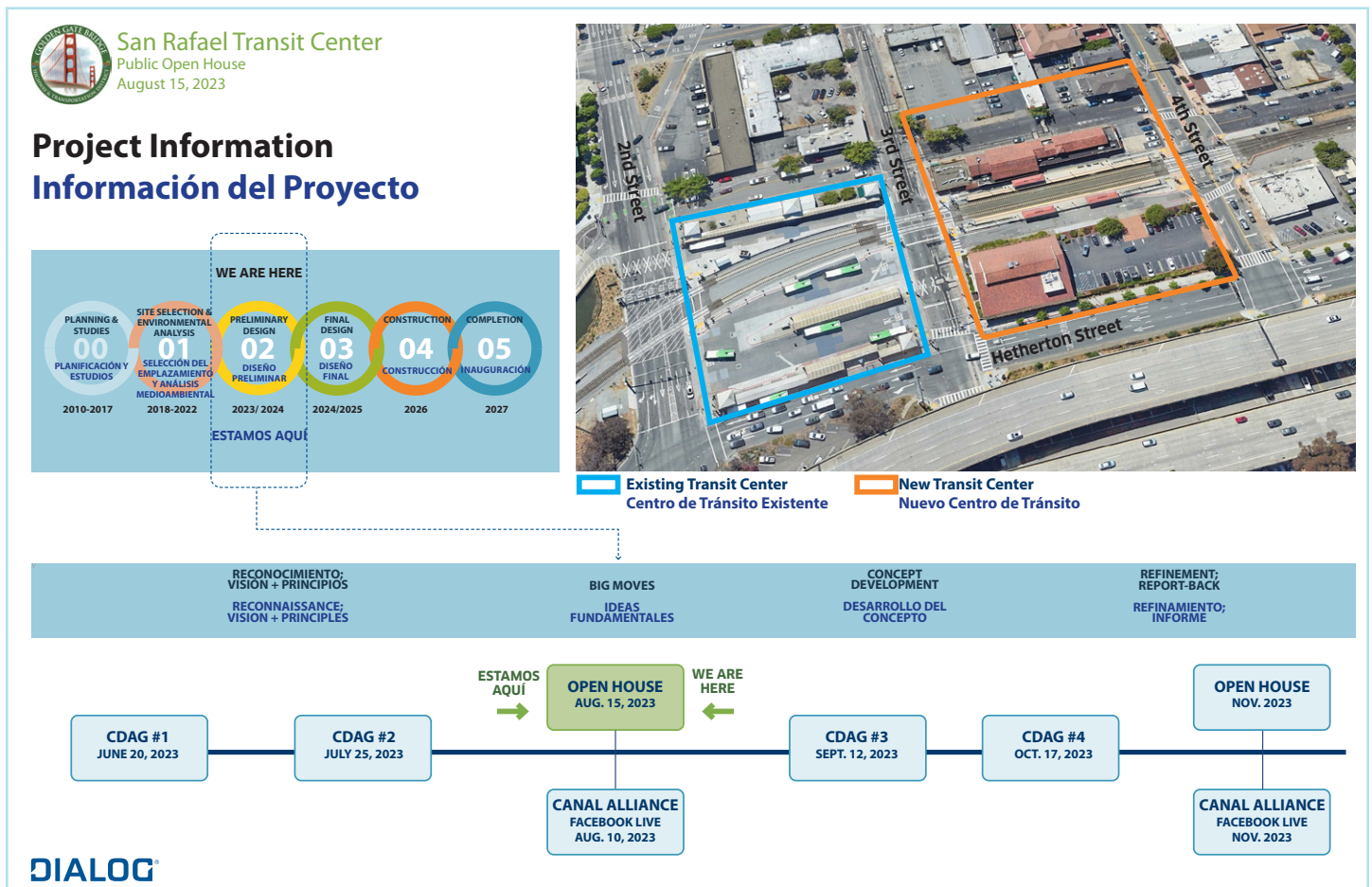
Open House Summary

On August 15th, 2023, the Golden Gate Highway, Bridge and Transportation District (the District) hosted an Open House to hear community input on design opportunities for the San Rafael Transit Center Relocation project. It was held at the San Rafael Community Center from 5:30-7:30 pm. More than 50 people attended throughout the evening and provided feedback on printed boards using colored dot stickers and post-it notes. All material was provided in both English and Spanish, with interpretation services available. Parallel outreach activities included a design options survey and a Canal Alliance Facebook Live event; these are described at the end of this document.

Project Boards were set up around the Open House for people to review. Information presented included:

- Project schedule and community engagement process
- Drawing of the selected “Move Whistlestop Alternative” as described in the Final Environmental Impact Report
- Description of the Community Design Advisory Group
- Current Transit Center
- Design Principles
- Plaza Program
- Plaza and Landscape Character
- Plaza Options
- Whistlestop Building History
- Whistlestop Building Today

Project boards are available for download at the Public Meetings and Open Houses page at: <https://goldengate.org/SRTC>



Project information board as presented. All boards are available for download at <https://goldengate.org/SRTC>

Demographics

Participants were asked three questions that help the District to understand who attended the Open House and provided an opportunity for input and ideas.

Where do you live, work, and spend time regularly?

On a printed aerial map of San Rafael, participants placed different colors of dots that show where they live (red), work (blue), go to school (orange), and other places they go on a daily or weekly basis (green).

Out of the total number of dots, one-third (33%) represented places visited on a daily or weekly basis, and close to another third (30%) represented residences.

Most dots fell within a mile and a half of the site. Nearly one-fifth (19%) of the dots fell outside of the mapped area.

San Rafael Transit Center
Public Open House
August 15, 2023

Where Do You Live/Work?

¿Dónde vive/trabaja?

Place a ● where you live
Ponga un punto ● donde vive

Place a ● where you work
Ponga un punto ● donde trabaja

Place a ● where you go to school
Ponga un punto ● donde estudia

Place a ● for other places you go daily or weekly
Ponga un punto ● en los lugares que va diariamente o semanalmente

If you live outside the area shown, place a dot in this box.
Si vive fuera de la zona indicada, ponga un punto en esta casilla.

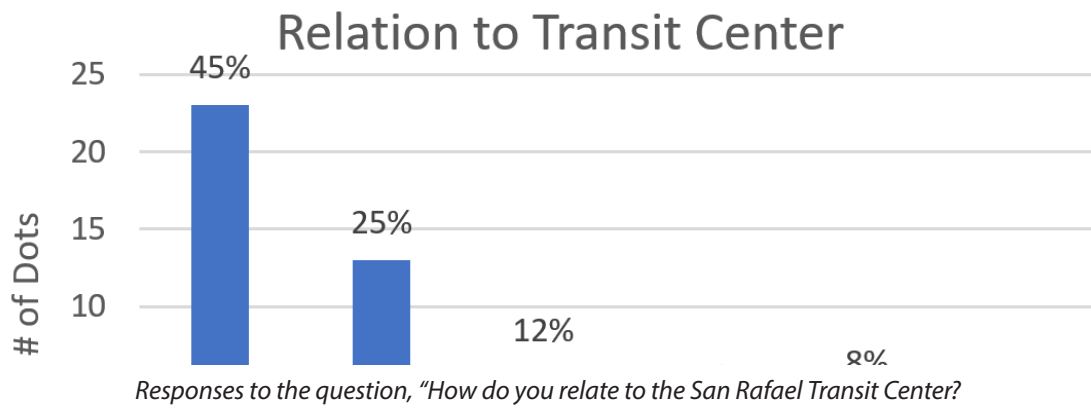
The "Where Do You Live/Work" board asked participants to place a red dot where they live; place a blue dot where they work; place an orange dot where they go to school; and place a green dot for other places they go daily or weekly.

How do you relate to the San Rafael Transit Center?

Participants were asked to identify how they related to the project. Of the 51 responses, nearly half (45%) represented local residents, and another quarter (25%) represented transit users. Participants could add dots to more than one classification.

What transportation services do you use?

Participants were asked which transportation services they used and how frequently. The most common response was Golden Gate or Marin Transit Buses, while the least common was car share programs (Uber or Lyft) and taxis. Of the participants who contributed answers, bus and the SMART train are the most frequently used, while Airport shuttles and Greyhound are less frequent.



FREQUENCY	SERVICES			
	Golden Gate or Main Transit Bus	Airport Shuttles/ Greyhound	Taxi/Uber/Lyft	SMART Train
Several Times A Week	3	0	2	3
Once or Twice A Week	4	0	1	1
Monthly	2	0	0	5
Sometimes, but Rarely	6	9	2	2

Responses to the question, "What transportation services do you use at or near the transit center?"

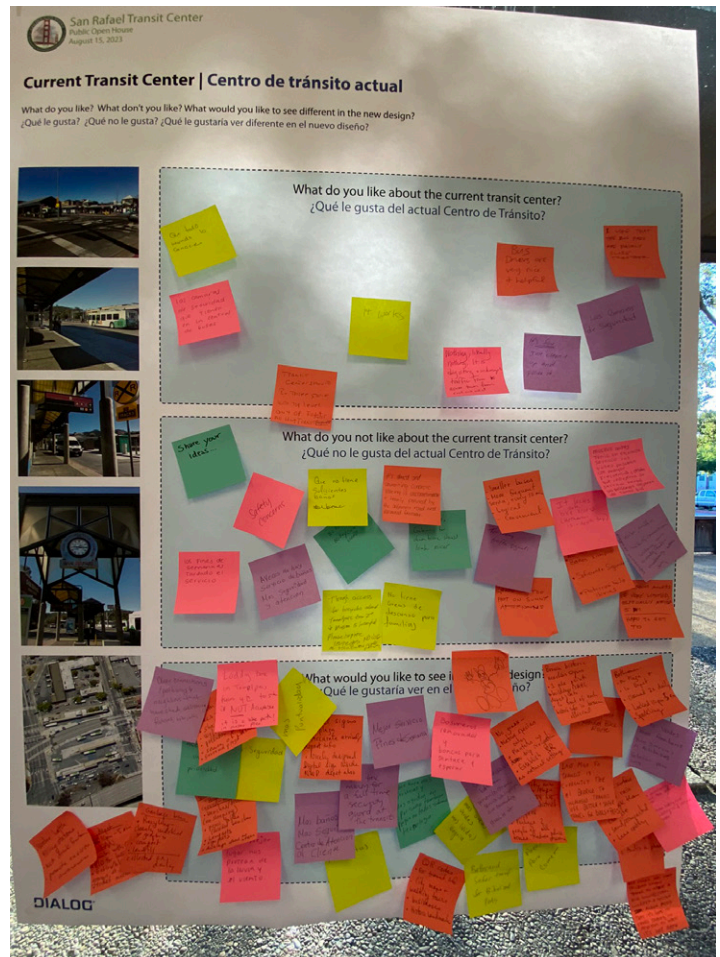
Comments Related to the Current and Future Transit Centers

Three questions were asked:

1. What do you like about the current transit center?
2. What do you not like about the current transit center?
3. What would you like to see in the new design?

The following list highlights themes that were consistent across multiple participants:

- Safety and accessibility were common concerns.
- Transit service is unpredictable and inconsistent; punctual service is desired.
- The current placement of the transit center disrupts traffic flow across town (from east to west).
- Bathroom access is limited (closed after 5pm), and the facilities lack weather protection. A few people noted the bathrooms are generally not consistently well maintained.
- Through access and connections for cycling is desired. Cyclists feel unsafe using Hetherton Street.
- There is no shade or areas for people to rest, especially families.



The following list represents all comments provided via post-it notes. Asterisks represent additional people who agreed with the comments. Comments made in Spanish are marked with a '+' symbol. Comments are shown as originally written.

1. What do you like about the actual transit center?
 - *Everybody knows it*
 - *+ The security cameras that they have in the bus station**
 - *It works*
 - *Transit center should be three stories with top level on & of for all Hwy Transit Responder*
 - *Nothing, literally nothing. It is disgusting and interrupts traffic flow and across town from east to west.*
 - *It is fine. Just clean it up and police it.*
 - *Bus drivers are very nice and helpful*
 - *I like that the bus pads are fairly close together*

2. What do you not like about the current transit center?

- *Safety concerns*
- *+It doesn't have enough bathrooms*
- *+The service is late on weekends*
- *+Sometimes bathrooms are closed. More security and attention*
- *Through access for bicycles along Tamalpais from 2nd to Mission is interrupted Please improve connection NO USE of Hetherton unsafe pathway*
- *It's dated and uninviting, concrete seating in uncomfortable and heavily polluted by the adjacent road and elevated freeway.*
- *Smaller buses. More frequent service, every 10 minutes. Logical. Convenient.*
- *The San Rafael Gateway to downtown should look nicer*
- *It lacks site bike access (Hetherton is a death trap)*
- *+Long ago it had an excellent service, the buses passed more frequently, since they ran their service less frequent, people stopped taking the bus.*
- *Lack of clean bathrooms and weather protection. Not enough security.*
- *+There are no areas for families to rest*
- *Lack of shade for too hot on sunny afternoons*
- *Noise, traffic, lack of connection walking, traffic. dirty. Bathrooms are not well kept*
- *Too many traffic signals*
- *Bathroom access is very limited specially after 5pm.*

3. What do you like to see in the design?

- *Clear connections and pathways to neighbors that have shade , welcoming features, bike paths.*
- *Loading zone on Tamalpais from 4th to 5th is NOT acceptable it is a bike path in master plan!*
- *+More punctual service*
- *Sense of place*
- *+Accessibility is a priority*
- *+More safety*
- *A better place that protects us from the rain and the wind*
- *Need consistent green - yellow - red transition & ped countdowns*
- *Water bottle filling station not drink fountain, provide environment awareness.*
- *In depot: closed 10 pm- 5 am, clean, counter with chamber and BID for business info, enviro/ bike/ hiking groups at counter, ticket machines*
- *Garbage bins (clearly marked & w/ graphics): recycling, compost and landfill. Collected 2 X daily*
- *London Plane trees- large. Shade and eco. Welcoming. Pollution resistant. Sense of place. Surround plaza.*
- *Unified design "Historic" black curved- metal. Benches/ divided (no sleeping), picnic tables (divided benches). Lampposts. Signposts. Awnings where there are no trees*
- *Digital signs on plaza. Accurate arrival / depart info. Nicely designed digital sign inside NWP depot also*
- *+More service during the weekends*
- *Use tax money for a full time security guard at the transit*
- *+Provide more services. In person customer service too, not all of us know tech-savvy*
- *+More routes*
- *Renovated bins and benches to sit and wait*
- *Clean accessible bathroom person/ customer service while people are commuting. Places to sit*

- +More green areas, more life, more happiness
- QR codes for transit info. City maps & walking tours. Businesses. Historic landmarks
- Better and safer travel for bikes and peds
- Curved black metal garbage bins (not concrete) to match benches
- No grass - Native species only. Planters w/ drip irrigation. Establish SR as natural setting
- Brown historic marker signs: 1 pole points to buildings (SRHS, depot, etc)
- Bathrooms: on plaza & in depot. Cleaned 2X daily. Locked 10 pm - 5 am. Sparkling
- Restaurant. Extended bike route
- +Green Areas. Family areas. Good bus service. Rain protection
- Last mile to transit is currently the #1 barrier to increased transit use. Better & Safer travel for bikes & peds
- Permeable surface. Absorbs rain. Softer look than concrete. Sand / compacted. Less costly
- Security mini station on plaza. Staffed 24 hrs transit district employees. Perhaps 2 people all times. Reduce police presence.
- +Places to eat
- People cross the street in front of me driving
- Self guided historic tour to depot. Qr code. Audio phone
- Concerned about bus users who need to cross smart tracks to make a bus connection. Consider a system assure peds that its safe to cross tracks in addition to when its not safe.
- Bike accessibility through/around the transit center. Pedestrian safety and accessibility in and around the center.
- Bike access is very limited, especially after 5pm, Hard to get to.



Design Principles

The project team developed principles based on community input from prior project phases, with the Community Design Advisory Group (CDAG) providing additional input. Participants were asked to place a dot on principles that most resonated with them.

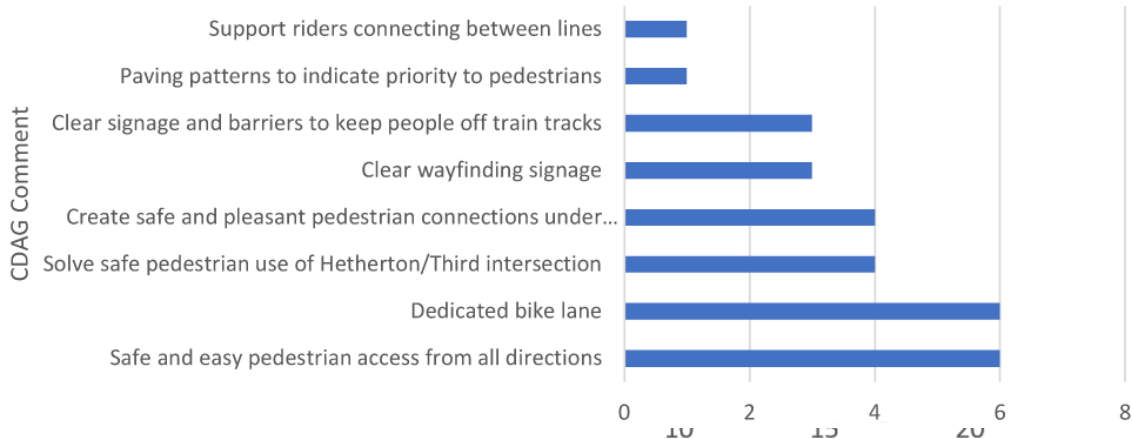
Design Principles:

1. Consolidate Transit Center & Improve bike and pedestrian safety
2. Create gateway to downtown San Rafael
3. Retain sense of historic rail building
4. Sustainability and Resilience

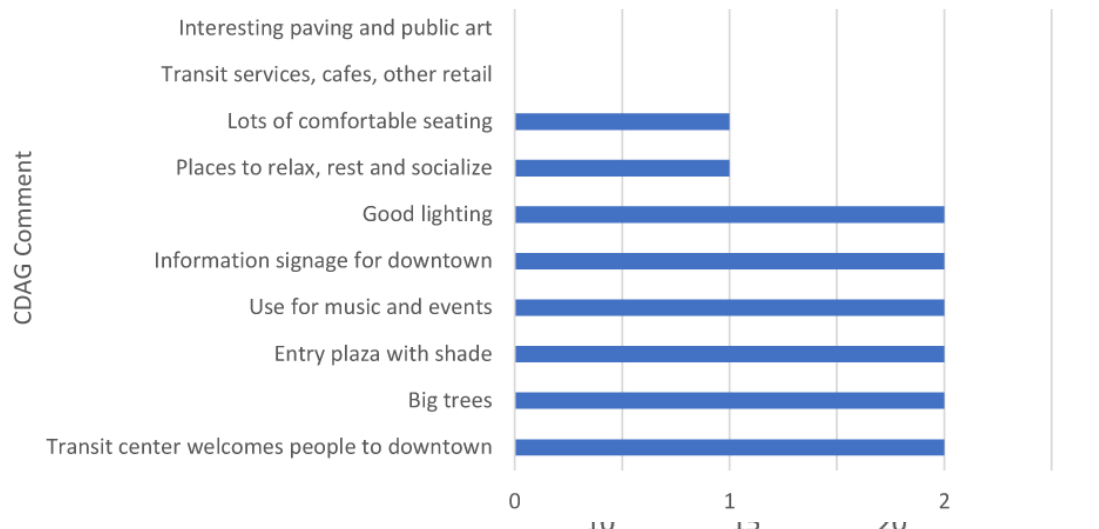
CDAG comments are listed below each principle. The top five most popular subtopics included themes of safety, access, and design features:

- Safe and easy pedestrian access from all directions
- Dedicated bike lane
- Reveal original station features (1929)
- Solve safe pedestrian use of Hetherton/Third intersection
- Create safe and pleasant pedestrian connections under freeway

Principle 1. Consolidate Transit Center, improve bike and pedestrian safety



Principle 2: Create gateway to downtown San Rafael



The charts each show CDAG comments associated with one of the design principles on the y-axis and the number of dots that participants applied to each comment, indicating their support for or preference towards the topic.

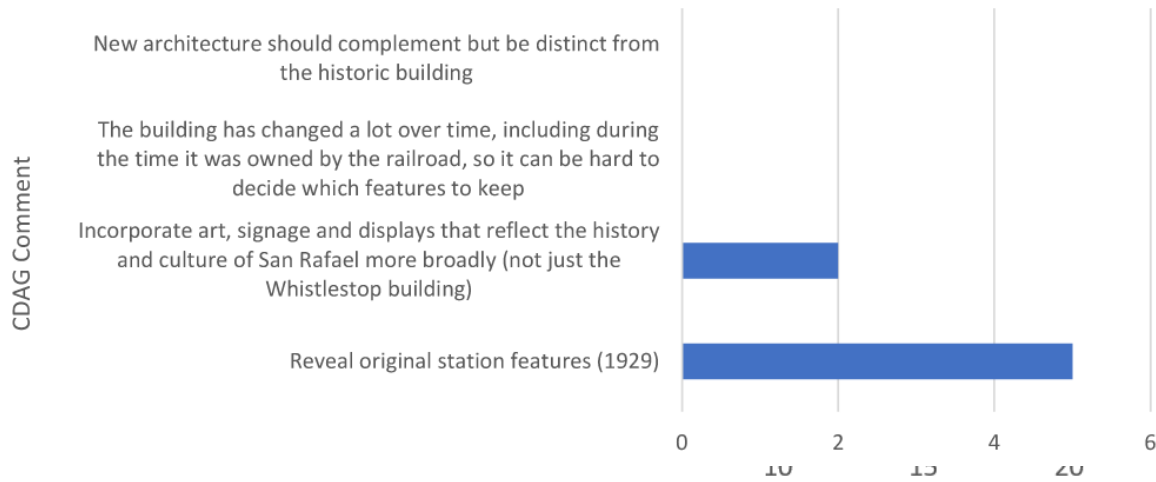
The following list represents all comments provided via post-it notes. Asterisks represent additional people who agreed with the comments. Comments made in Spanish are marked with a '+' symbol.

- *Include references to place - creeks
Connection to mimic/ nod by to Mt. Tam, use native plants*
- *Transit Center & freeway are is high emissions area. Trees should be standard Platanus not pollarded for improved air quality low income people who bus are more disproportionately affected by lack of canopy.*
- *Study feasibility of a new tram/streetcar service*

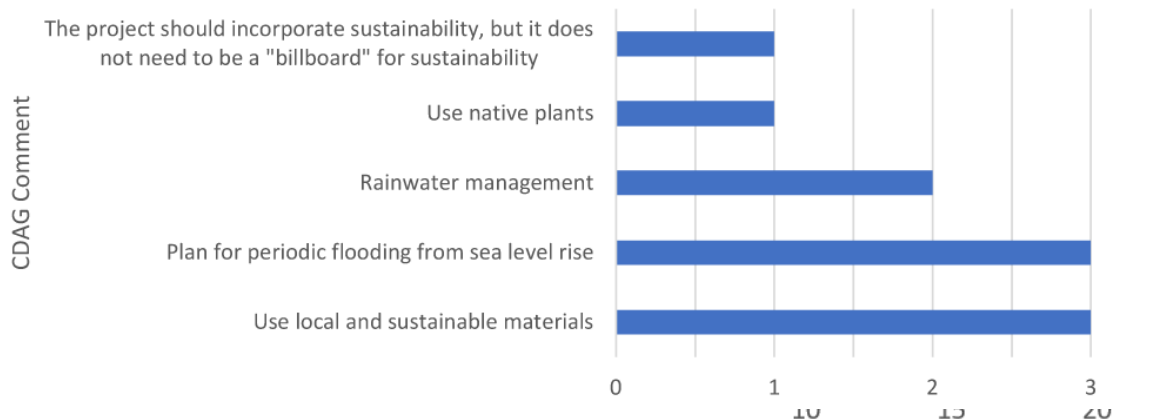
running from Canal to San Anselmo.

- *Make access to Tamalpais safe for faster cyclists while making the pathway inviting for people of all ages and abilities going south*

Principle 3: Retain sense of historic rail building



Principle 4: Sustainability & Resilience

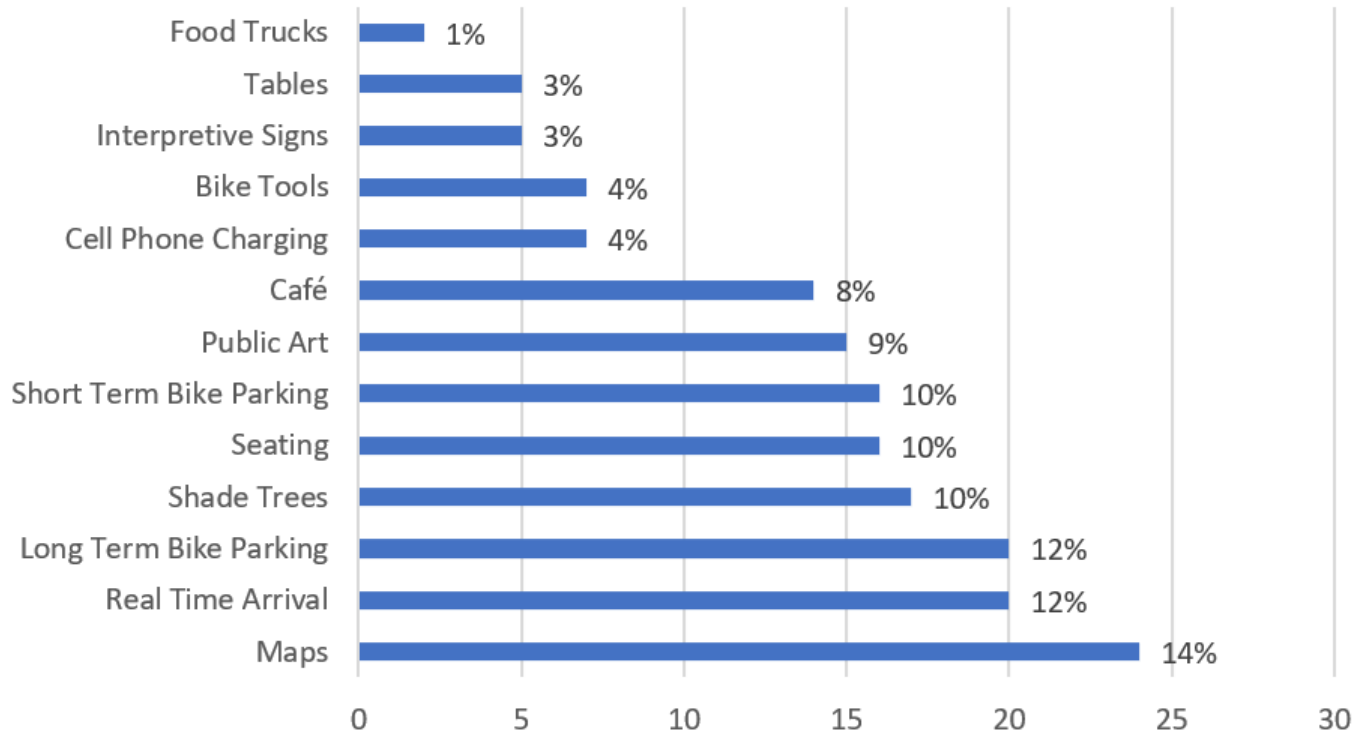
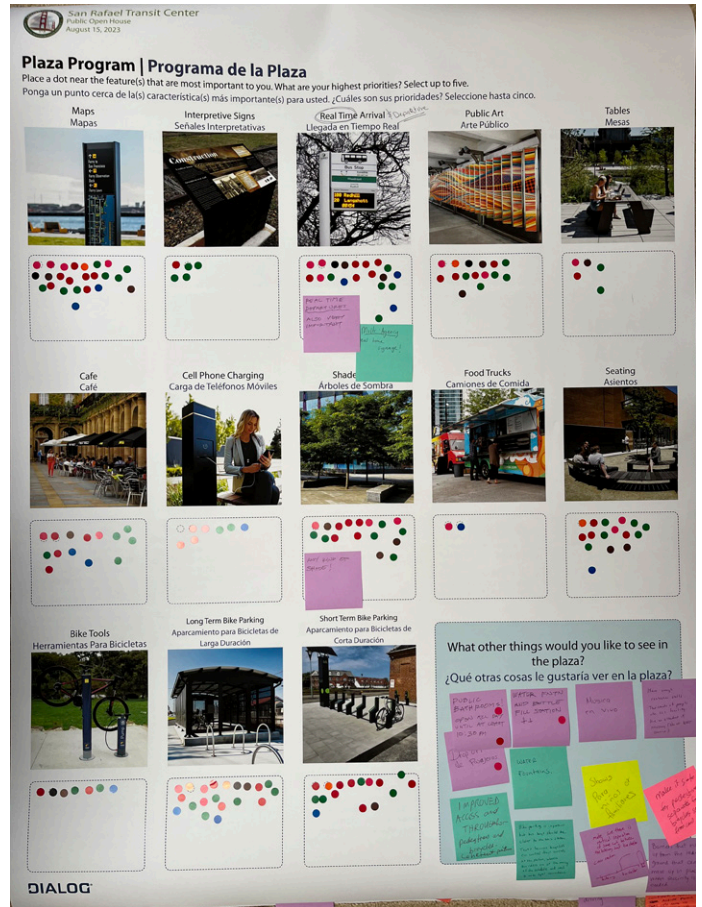


The charts each show CDAG comments associated with one of the design principles on the y-axis and the number of dots that participants applied to each comment, indicating their support for or preference towards the topic.

Plaza Program

Several program features were presented, and participants were asked to select up to five features that represented their highest priorities. The highest priorities were maps (24 dots), a digital sign indicating real time arrival (20 dots) and long-term bike parking (20 dots). Food trucks were the lowest priority (2 dots).

Participants were also able to leave comments pertaining to plaza program features. They shared ideas that were not listed, such as water fountains, a passenger drop-off area, live music and entertainment for families. Cyclists left notes regarding bike parking and separating bike areas from pedestrian and vehicle traffic.



Responses to the questions, "[which] feature(s) are most important to you? What are your highest priorities?"

Participants were asked what other things would you like to see in the plaza.

The following list summarizes common themes represented across multiple comments:

- Real Time Arrival & Departure
- Real time departures also very important
- Multi-use
- Shade trees
- Any kind of shade

The following list represents all comments provided via post-it notes. Asterisks represent additional people who agreed with the comments. Comments made in Spanish are marked with a '+' symbol.

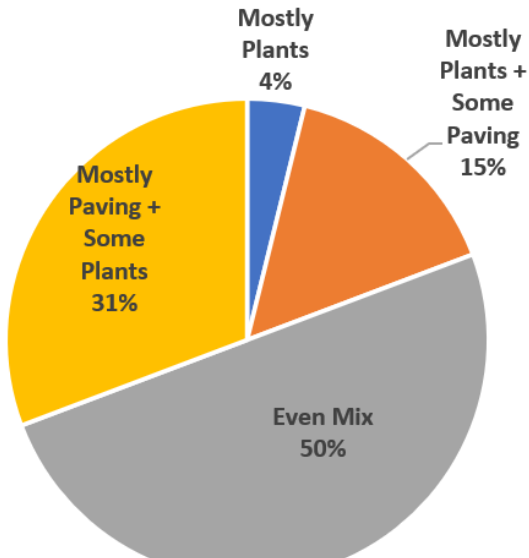
- *Public bathrooms! Open all day until at least 10:30pm ***
- *+Passenger drop-off**
- *Improved access and through for pedestrians and bicyclist. Coherent paths*
- *Water fountain and bottle fill station*
- *Water fountain*
- *Bike parking is important but bus bays should be closer to the train station. That's because bicyclist can control their arrivals at the station, whereas bus riders are at the mercy of the schedule and need to make tight connections*
- *+Live music*
- *+Entertainment for kids and families*
- *Make sure there is vertical separation of some sort between the bike way and bus shelter.*
- *Move enough restroom stalls. Thousands of people use this facility. Hire an attendant if necessary (like BART station)*
- *Make it safe for pedestrians and separate from bicycles separate from cars*
- *Barriers that rise up from the road/ground that can move up in place when security is needed*



Plaza and Landscape Character

Participants were asked to provide their opinion on two components of the plaza and landscape character: the amount of trees and what types to include. Sixteen people -- half of respondents -- indicated they would like an even mix of plants and pavement, while another third preferred mostly paving with some plants. Nobody requested mostly paving (without plants) as an option.

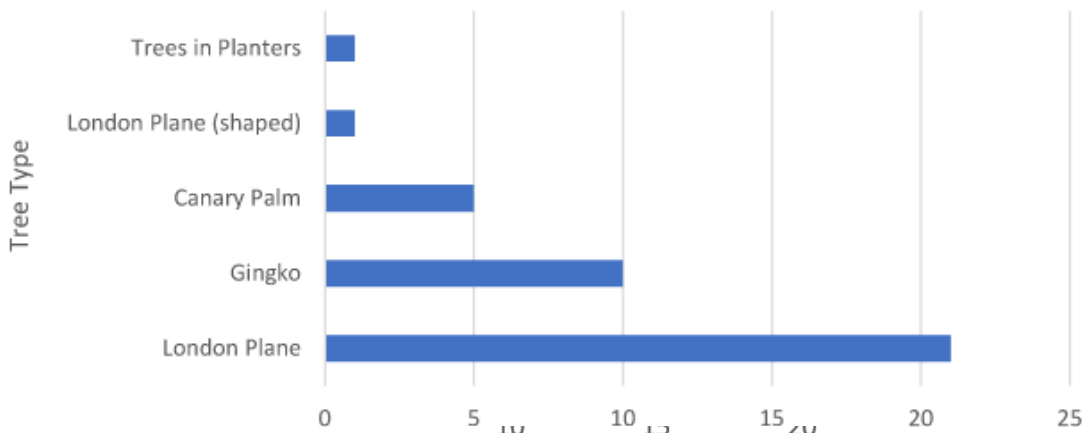
Planting vs. Paving



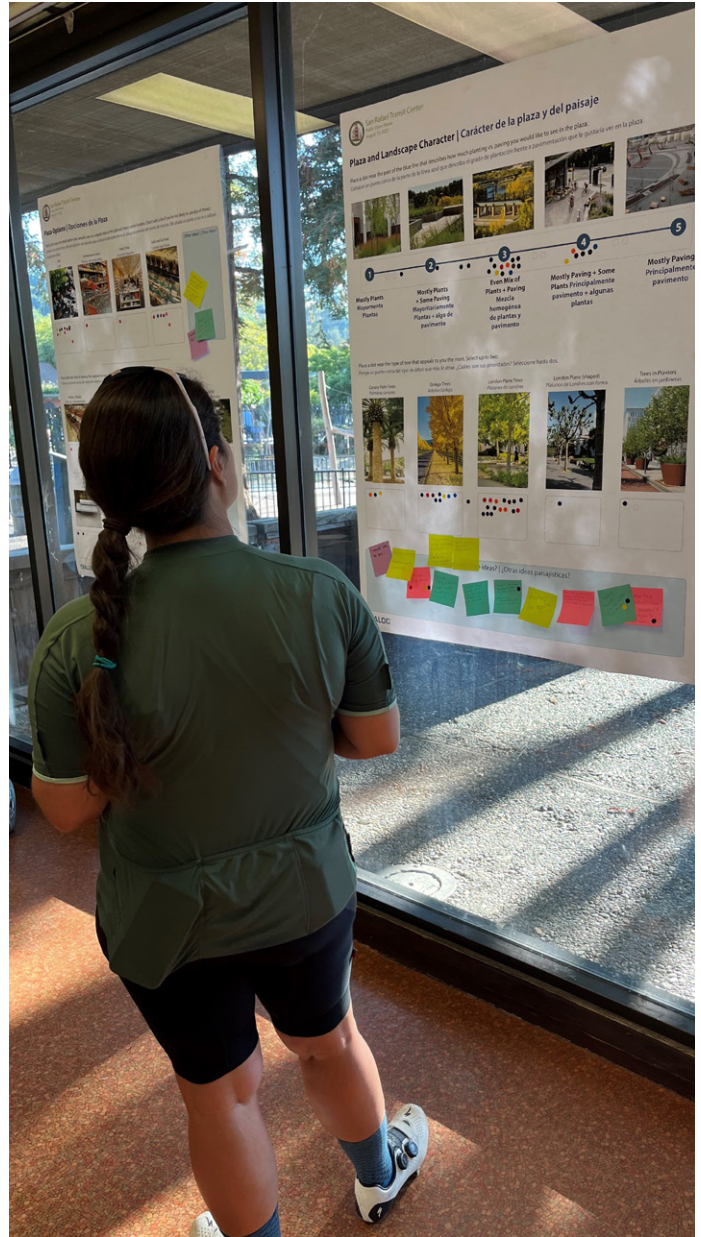
Responses to the question, "how much planting vs. paving you would like to see in the plaza?"

Of the tree types to choose from, over half (55%) of participants indicated they preferred London Plane Trees. Another quarter (26%) preferred Ginkgo trees.

Preferred Tree Types

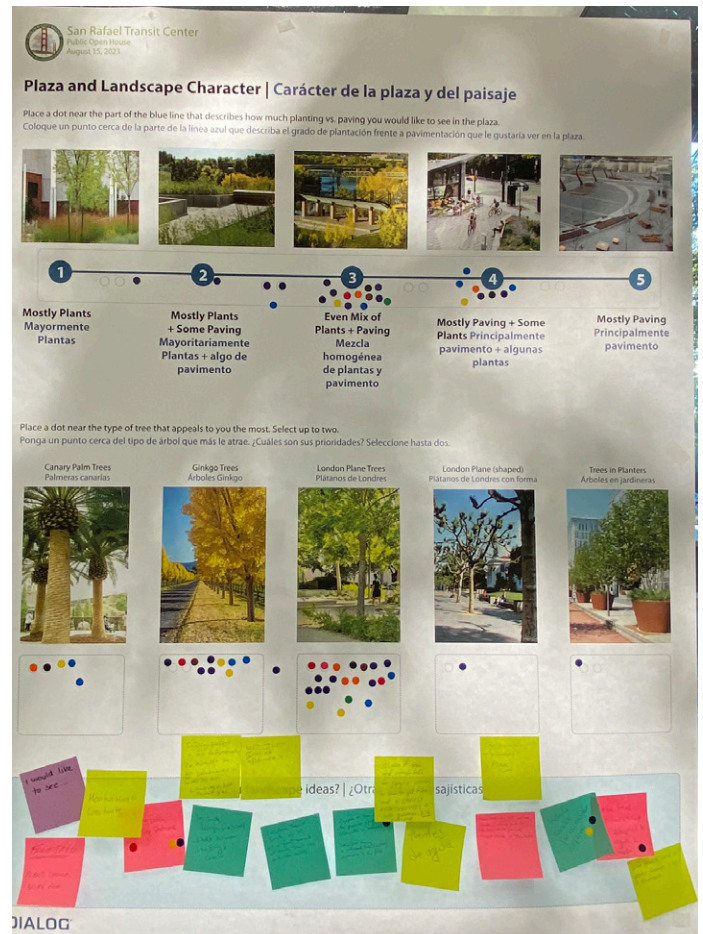


Responses to the question, "[which] tree appeals to you the most?"



The following list represents all comments provided via post-it notes. Asterisks represent additional people who agreed with the comments. Comments made in Spanish are marked with a '+' symbol.

- +Constant maintenance
- Fruit trees. Plants should bring food
- Water bottle filling stations**
- Include design features that honor the bay and the creek
- Entire posters All information be available in all languages, not just English and Spanish
- Salesforce Transit Center in SF is a great example of turning transit unto park-like setting
- Support tree canopy to provide shade specially in summer. Consider having a redwood tree (native) somewhere in the plaza*
- Make it safe and comfortable for people arriving by bikes to get the bus and to safely & comfortably mix with pedestrians. Nice pathways
- +Water fountains
- Can airporter be accommodated? Please
- Palm trees do not provide shade, I would love to see trees that provide ample shade in the area
- Include swales for rainwater capture **
- Native trees & plants that are adapted to our region and climate*
- Solar panels and a water feature like a fountain

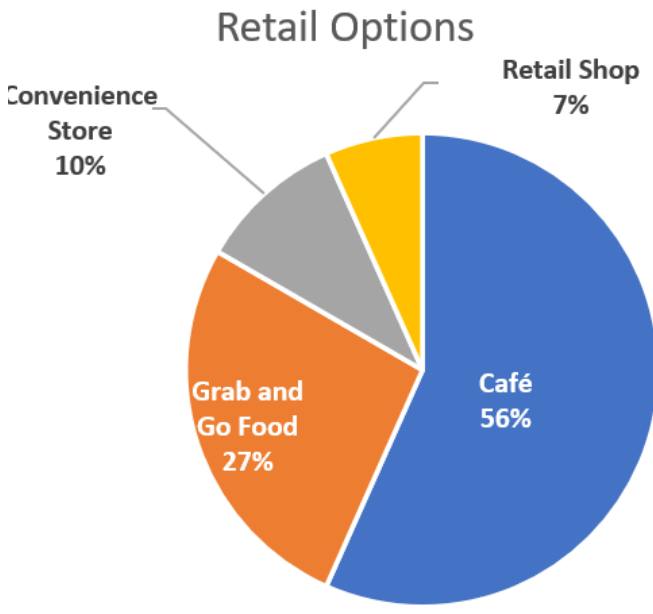
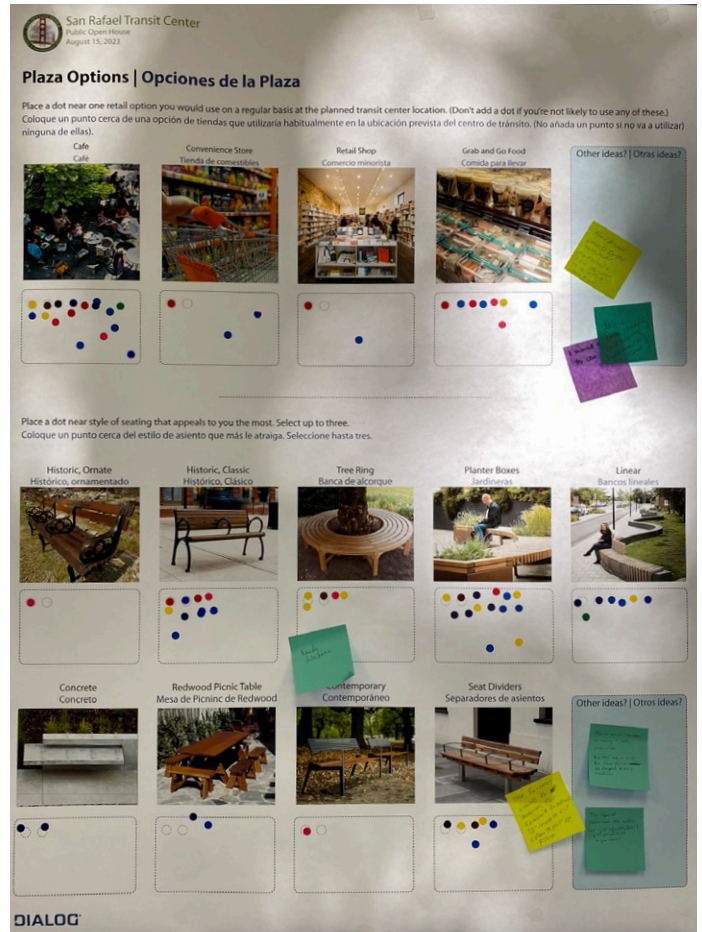


Plaza Retail Options

Participants completed a similar dot-placing exercise to indicate preferred retail options. Choices included a café, a convenience store, other retail, grab and go food, or a write-in option. Well over half (57%) indicated the preference for a café-style retail option, while over a quarter (27%) would like a grab and go food option.

The following list represents all comments provided via post-it notes. Asterisks represent additional people who agreed with the comments. Comments made in Spanish are marked with a '+' symbol.

- *Food arcade should be for non-profit high school & students to operate & look from!*
- *Plastic free shopping, local support (you're near a creek)*
- *The type of convenience store matters (not just cigarettes/beer) what you would see in gas stations*



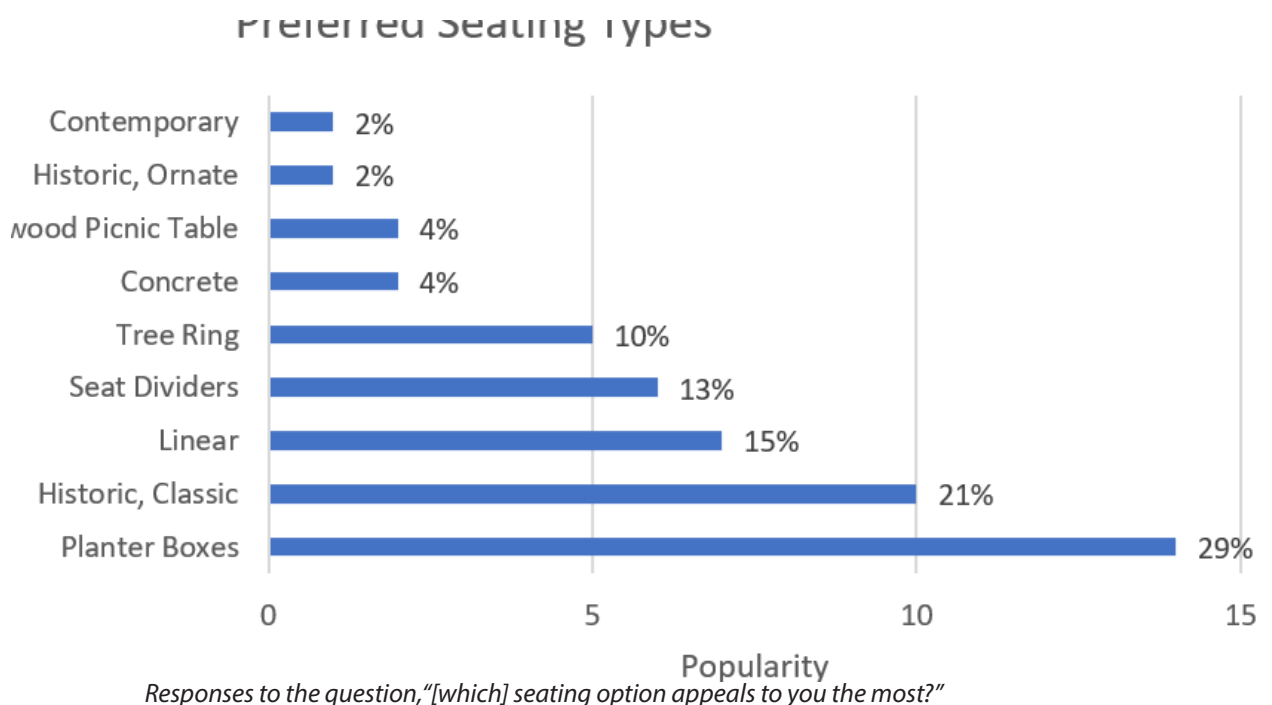
Responses to the question, "[which] retail option would use on a regular basis at the planned transit center location a regular?"

Plaza Retail and Seating Options

Participants also provided input on preferred seating design. Seating options varied from contemporary benches to tree rings to historic, ornate styles. Seating with planter boxes received the highest number of dots (14). Classical historical styles were also favored (10 dots). One person noted a desire to see benches available for seniors, with a 32" design for ease of access. Several participants shared verbal comments, including the need to provide accessible options -- e.g. children, strollers, wheelchairs -- as well as a preference for benches with dividers to prevent people from sleeping.

The following list represents all comments provided via post-it notes. Asterisks represent additional people who agreed with the comments. Comments made in Spanish are marked with a '+' symbol.

- *The benches should be for seniors & disabled 32" height to sit & easy to get up*
- *Please avoid concrete or making it look prison-like*
- *Benches are a must but they should be designed to avoid vandalism*
- *Bench dividers*



Whistlestop Building & Plaza Location

The Whistlestop Building will need to be relocated on-site for accessibility purposes. Three options were presented that positioned the building in different locations. The following represents a summary of all comments and selections:

1. Building at 3rd Street, Plaza at 4th Street.

This option was the most favorable, with nine selections. Participants enjoyed the concept of accessing both sides via bicycle or walking.

2. Building in the Center, Small Plaza at Both 3rd and 4th Street(s).

This option was favorable, with five selections. Nearly every comment speaking to safer access to 4th St. People also liked the connectivity with restaurants, and mentioned they would like to carry food from them to eat within the pedestrian-friendly plaza.

3. Building at 4th Street, Plaza at 3rd Street.

This option did not receive any feedback or indication of preference.

The following list represents all comments provided via post-it notes. Asterisks represent additional people who agreed with the comments. Comments made in Spanish are marked with a '+' symbol.

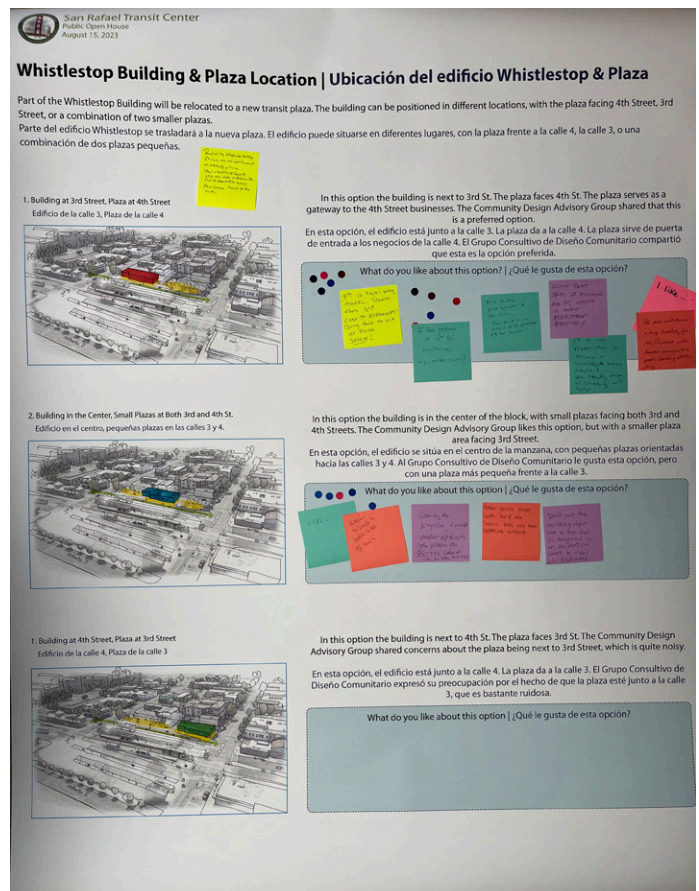
Building at 3rd Street, Plaza at 4th Street.

- *4th is two-way traffic slower than 3rd close to restaurants carry food to it at plaza. Safer!*
- *I like gateway to 4th St business. Add restaurants!*
- *Nice to have plaza adjacent to 4th street. There should be an entrance to the Whistlestop building from the plaza.*
- *Good that SRTC is facing 4th St, which is more pedestrian friendly.*

- *4th St needs rejuvenation to become successful business district & ped- friendly plaza . Connectivity will help.*
- *The plaza will become a huge liability for the District with homeless encampments and people loitering all day long.*

Building in the Center, Small Plaza at Both 3rd and 4th Street(s).

- *Easier to walk to both sides of town.*
- *Coming by bicycle, I would prefer spaces of plaza on both sides of the building to arrive.*
- *Better access from 3rd & 4th street, looks way more appealing centered.*
- *Don't put the building right next to the road. it's dangerous in an accident (no where to run). 6- 8 ft away.*



Bus Shelter Size

Two options of bus shelter sizes were presented: large, small, plus a combination of the two.

Overall, the comments reflect preferences for shelter designs that offer effective protection from rain, wind, and sun without compromising on natural light or trapping bus noise. While there is a general liking for larger shelters for rain protection, concerns about issues like heat trapping and fume sequestration have been expressed. A combination of shelter sizes is seen as a potential solution to balance these factors and enhance user experience.

The following list represents all comments provided via post-it notes. Asterisks represent additional people who agreed with the comments. Comments made in Spanish are marked with a '+' symbol.

What benefits do you think the large shelters have?
What do you like? What do you not like?

- *Shelter from rain - not just when we're waiting but getting on and off the bus*
- *Large shelters provide better sun/rain protection but do in a way that doesn't trap bus noise.*
- *Have the shelter little larger than now, but not cover the whole lane (other wise it becomes too dark) when the sun is at the lower angle that would provide more shade.*
- *No glass shelters. Would trap the heat (greenhouse)*
- *+I would like long lighted canopies that protect from the wind, sun and rain. ***
- *People have to walk across bus lanes to get to transfers - coverage helps with rain :) **
- *No glass shelters! Greenhouse effect and impossible to keep clean*
- *Benefit of covered shelter: protection from rain for riders embarking/d disembarking*

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Bus Shelter Size | Tamaño de la marquesina

Share your opinions on how large the bus shelters should be and where they are positioned. What are the benefits of each option? Comparte tu opinión sobre el tamaño de las marquesinas y su ubicación. ¿Cuáles son las ventajas de cada opción?

Panel 1: Large Shelters
These large shelters span across the pedestrian areas and the bus lanes. Here are some examples of other shelters that cross over the driving lane. Estas grandes marquesinas atraviesan las zonas peatonales y los carriles bus. Aquí se muestran algunos ejemplos de otras marquesinas que cruzan el carril de circulación.

What benefits do you think the large shelters have? What do you like? What do you not like? ¿Qué ventajas cree que tienen las marquesinas grandes? ¿Qué le gusta? ¿Qué no le gusta?

Panel 2: Long Narrow Shelters
These long narrow shelters span across the pedestrian areas. Here are some examples of other shelters that don't cross over the driving lane. Parts of the current transit center have a similar size. Estas largas y estrechas marquesinas atraviesan las zonas peatonales. Se muestran algunos ejemplos de otras marquesinas que no cruzan el carril de circulación. Partes del actual centro de tránsito tienen un tamaño similar.

What benefits do you think the small shelters have? What do you like? What do you not like? ¿Qué ventajas cree que tienen las marquesinas alargadas y estrechas? ¿Qué le gusta? ¿Qué no le gusta?

Panel 3: Mixed Shelter Size
The shelter sizes can be mixed. The Community Design Advisory Group suggested this option. What do you like about this combination? Los tamaños de las marquesinas pueden ser mixtos. El Grupo Consultivo de Diseño Comunitario sugirió esta opción. ¿Qué le parece esta combinación?

DIALOG

What benefits do you think the small shelters have?
What do you like? What do you not like?

- *Smaller shelters should have less bus noise*
- *+The size of canopies shown is small and I do not think it will cover from the wind, rain or sun. Other option would be better**
- *Smaller shelters would not sequester noxious fumes from buses*
- *Just enough to keep rain off and keep people safe*
- *The shelters can be mixed. What do you like about this combination?*
- *This option yields more natural light & room for tree canopy*

Whistlestop Building History

The Whistlestop Building has a evolving history, having undergone various additions and renovations over the past nine decades. It was first built in 1929 by Northern Pacific Railroad with a waiting room, baggage area, and open air arcade along the tracks. The Railroad added to the building over time, making it a much larger two-story building. The building was sold to new owners in the 1980s, who continued to renovate and expand, resulting in the building that is seen today.

Participants had a few ideas about the building; some think it should be made into a tourist stop to attract visitors to San Rafael, while others want to keep parts of the old historic building combined with new architecture. Overall, people want to preserve (at least part) of this historic building.

The following list represents all comments provided via post-it notes. Asterisks represent additional people who agreed with the comments. Comments made in Spanish are marked with a ‘+’ symbol.

- *If it 's historic let's make it a tourist stop! Get people to San Rafael, shops & restaurants*
- *There's an old historic building turned into a new combined building, where the old facade was preserved as part of newer building on the back.*
- *I would keep only what is original & try to incorporate into new building**
- *+Leave the original, make a small museum inside that explains the history of the Whistlestop building*
- *Save and relocate as much of the 1929 building as possible*
- *Whatever happens, entryway, windows need to be open & appear welcoming*



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Whistlestop Building History Historia del Edificio Whistlestop

Whistlestop Building

The Whistlestop Building was first built by the Northern Pacific Railroad in 1929, with a waiting room, a baggage area, and an open air arcade along the tracks. The Railroad added and changed the building over time, ultimately resulting in a much larger two story building. Later owners continued to renovate and expand the building in the 1980's and 1990's, resulting in the building you see today.

This building is the second railroad depot at this location; the original Northern Pacific Railroad Depot was built in 1884, adjacent to the current Whistlestop location, and taken down once the newer depot was in use.

Edificio Whistlestop

El edificio Whistlestop fue construido por primera vez por el ferrocarril Northern Pacific en 1929, con una sala de espera, una zona de equipajes y una galería al aire libre junto a las vías. Con el tiempo, el ferrocarril fue añadiendo y modificando el edificio, que finalmente se convirtió en uno mucho más grande, de dos plantas. Proprietarios posteriores continuaron renovando y ampliando el edificio en los años 80 y 90, dando como resultado el edificio que se ve hoy en día.

Este es el segundo edificio del ferrocarril en esta ubicación; el original del ferrocarril Northern Pacific se construyó en 1884, junto a la ubicación actual de Whistlestop, y se derribó una vez que el edificio más nuevo estuvo en uso.



Early railroad era -- original east and north sides of the building in the 1930's
Primeros días del ferrocarril -- lados este y norte originales del edificio en la década de 1930



Later railroad era -- east side of the building with renovations/additions
Últimos días del ferrocarril -- lado este del edificio con renovaciones/adiciones



West side of the building - after 1951 addition, before 1978
Lado oeste del edificio - después de la ampliación de 1951, antes de 1978

What do you like about the building, either today or from another time in history? What part(s) would you like to see kept and moved to the new site?
¿Qué le gusta del edificio, ya sea de la actualidad o de otra época de la historia? ¿Qué parte o partes le gustaría que se conservaran y trasladaran al nuevo emplazamiento?

YOUR EAS ERE SUS IDEAS AQUÍ

IF IT'S HISTORIC, LET'S MAKE IT A TOURIST STOP! GET PEOPLE TO SAN RAFAEL, SHOPS & RESTAURANTS.

There's an old historic building turned into a new combined building, where the old facade was preserved as a part of newer building on the back.

I would keep only what is original & try to incorporate into the new building.

Dejar el original y hacer un museo de la historia y la historia Whistlestop.

SAVE AND RELOCATE AS MUCH OF THE 1929 BUILDING AS POSSIBLE.

Whatever happens, entryway, windows need to be open & appear welcoming.


Whistlestop Building Today

Similarly, participants were asked to consider the Whistlestop Building as it exists today, and provide ideas for its reuse. Most comments represented an appreciation for the building's history.

The following list represents all comments provided via post-it notes. Asterisks represent additional people who agreed with the comments. Comments made in Spanish are marked with a '+' symbol.

- *Demolish the Whistlestop building. It maybe old, but not functional or esthetically pleasant. There is a beautiful old Santa Fe style train station on Anderson Dr. and 2nd, behind Marin Cleaners. Move it to this location*
- *+For me it is very important to preserve as much as possible of the historical building*
- *+A museum would be perfect*

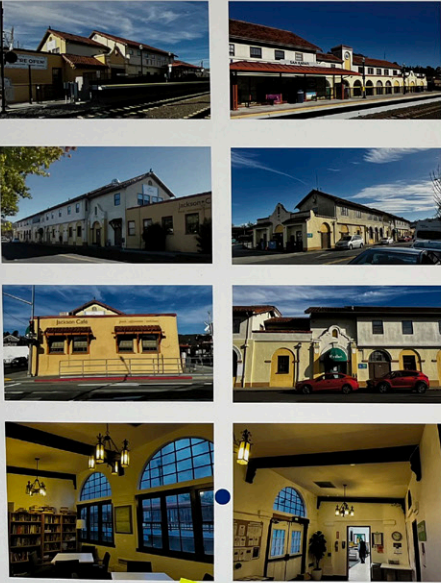
- *+The library can be a museum to know the history*
- *Scrap as much as you want & recreate the look with an eye for function that incorporated the form*
- *Love historic references to Downtown San Rafael - Mission town*
- *Keep all of the 1929 building, and as much of the additions as feasible*
- *Preserve as much as possible of the historic architecture should have displays inside showcasing the history*
- *It looks closed off, open for business*

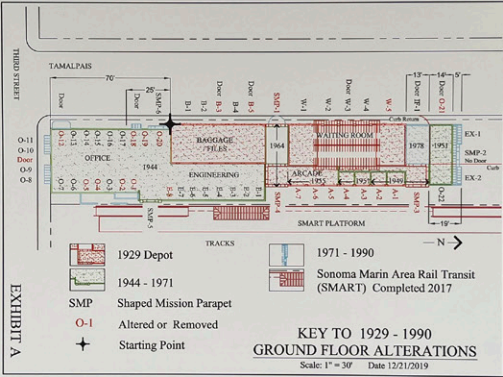


San Rafael Transit Center
Public Open House
August 15, 2023

Whistlestop Building Today

Edificio del Whistlestop en la Actualidad





Whistlestop Building
This floor plan shows the sequence of additions to the original 1929 Whistlestop Building.

Edificio Whistlestop
Este plano muestra la secuencia de adiciones al edificio Whistlestop original de 1929.

What do you like about the building, either today or from another time in history? What part(s) would you like to see kept and moved to the new site?
¿Qué le gusta del edificio, ya sea de la actualidad o de otra época de la historia? ¿Qué parte o partes le gustaría que se conservaran y trasladaran al nuevo emplazamiento?

YOUR IDEAS HERE SUS IDEAS AQUÍ

Para mí es muy importante conservar lo más que se pueda de la historia

Museo sería perfecto

La Biblioteca puede ser un museo para mostrar la historia


Scrap as you want + recreate the look with an eye for function that respects the form

Love historic references to Downtown San Rafael - Mission town

Keep all of the 1929 building, and as much of the additions as feasible

Preserve as much as possible of the historic architecture should have displays inside showcasing the history

It looks closed off, not open for business



Love historic look

Next Steps

Preliminary design will continue over the next few months. The CDAG will continue to meet during this design phase. Final design is anticipated to begin in 2024. Check <https://goldengate.org/SRTC> for future updates.



The Move Whistlestop Alternative as described in the Final Environmental Impact Report



Participants add colored dots to represent their preferences and post-it notes with written comments.

Canal Alliance Facebook Live Event

In parallel with the Open House, the District collaborated with the Canal Alliance to host a Spanish language Facebook Live event on August 10, 2023. Participants were able to both join the event live and also view the recording afterwards from the Canal Alliance's Facebook feed. As of early September the recording had received more than 1,100 views online. It can be viewed at <https://www.facebook.com/CanalAlliance.SanRafael> by scrolling down to the August 10, 2023 posting.

The following comments were provided in the Facebook Live chat. Original comments were provided in Spanish; these are translated for clarity.

What is important in the new transit center?

- *Pedestrian safety is important. Respect the signs and cross in the permitted areas.*
- *A fountain, clean and safe restrooms*
- *Buses with on-time arrivals*
- *Routes on time and drivers who are understanding of their passengers and committed to their work.*

How would you use the plaza? What would you like to see there?

- *We would use the plaza for family or work meetings.*
- *Will the square not be just another access for the homeless or will it be controlled by security?*
- *Green areas to make one feel more comfortable.*
- *Greenery and water*
- *Because I like to have a coffee with my friends that I meet on the bus, I think it's a very good idea to put tables and chairs.*

Would you prefer bus shelters only over the pedestrian areas, as we have today, or would you prefer larger shelters?

- *Large canopies, to cover when waiting for the bus.*
- *It would be good to have a canopy to provide shade for those waiting for buses.*

Where would you want the plaza to be positioned:

1) at 4th Street, 2) small plazas each at 3rd and 4th, and 3) at 3rd St.?

- *I would like to see option 1 [plaza at 4th St.]*

Additional comments:

- *I would like to ask the people who live in the woodland area if they could put a bus in this area, we always have to walk back home and for two years now we have no bus.*
- *what would be the location of this new plaza or project? the intention is good*
- *Do you have a date for the completion of this project or for the new plant to be operational?*





**SAN RAFAEL
TRANSPORTATION CENTER**

Relocation Analysis, Environmental Clearance, and Preliminary Design



Oportunidades de Diseño del Centro de Tránsito

Reunión Pública

10 de Agosto de 2023



Transito. The Archi Torah, La Plaza,





**SAN RAFAEL
TRANSPORTATION CENTER**

Relocation Analysis, Environmental Clearance, and Preliminary Design



Función de la Plaza

- ¿Cuáles de los siguientes usos de la plaza son los más importantes para usted?


 1. Sólo para pasar
 2. Acceder a información de tránsito
 3. Sentarse y relajarse
 4. Comer en mesas de picnic o mesas/sillas
 5. Aparcamiento para bicicletas
 6. No utilizaría la plaza


Escriba sus respuestas en el chat







22





**SAN RAFAEL
TRANSPORTATION CENTER**




Relocation Analysis, Environmental Clearance, and Preliminary Design



Ubicación de la Plaza

- ¿Qué ventajas ve en estas diferentes ubicaciones de las plazas?


Escriba sus respuestas en el chat

1. Plaza cerca de la calle 4 / edificio cerca de la calle 3

2. Plazas divididas entre las calles 3 y 4 / edificio en el centro

3. Plaza cerca de la calle 3 / edificio cerca de la calle 4



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Design Options Survey

The District issued a design options survey to mirror questions asked at the Open House. The survey was open between August 15 and August 31, 2023. It was publicized at the Open House, on the project website, in an e-blast following the Open House, and on the Canal Alliance website. The survey was available in both English and Spanish. A total of 119 responses were received.

The survey included seven questions related to the way participants use the transit center, the types of amenities they would like to see, and design options. The responses to the survey largely mirrored feedback previously received from both the Community Design Advisory Group and the Open House. A copy of the survey questions and participant responses are included as Appendices A and B of this report respectively.

The following written comments were provided in the survey:

- *Are any of these trees on the California invasive species list? We should focus on planting native trees that provide expansive shade.*
- *Trees that are native to the area are my preference.*
- *Whichever is the least flammable*
- *We need to feel safe when we travel by bus or train and make sure our cars don't get broken into while we use the transit for a day jaunt. That what makes me nervous especially when it get dark earlier.*
- *Solutions to managing the transient issues and localized crime in order to have these proposed design benefits, and the transit center utilized by local residents at a higher level.*
- *Please ensure that it is easy and safe for pedestrians and cyclists to cross under the 101 freeway to East San Rafael with this project. It is currently dangerous and unsafe to do so, especially with car conflicts.*
- *Please consider small vehicles and point-to-point pick up and delivery. You don't need a large expensive transit center or obsolete, fixed routes and big, expensive busses to support the shrinking ridership of the existing system. Building ginormous apartment houses won't help. Throwing more money at an inappropriate concept does not benefit the community.*
- *Flowering Plants for various seasons. Low Water Requirements*
- *Make things cost effective and safe from criminals and the homeless*
- *All improvements should minimize blight due to vandalism, landscape neglect, tree root invasion and general lack of maintenance if it is to remain an inviting environment. This is essentially the gateway to our city.*
- *Please ensure the design of the center is modern, unique and beautiful. It is the GATEWAY to San Rafael! Consider a tower with a clock, glass walls, interesting shapes.*
- *Getting airporter service is critical.*
- *Most important features are ease of use and smooth traffic flow. But stores and seating and decor are nice to have - why not incorporate the old Whistlestop building? Thank you!*
- *London plane trees make a mess and many are allergic to the dust in their spiked balls.*
- *The 5 options that I "MUST" pick from are not native trees. The structure of this question, forcing to choose from a list of your choices invalidates everyone's answers since you can't know if they actually pick it or just have no choice but to click some box. I regret even engaging in this "survey" as it's obviously biased.*

- *Shade and protection from rain are important for passengers waiting on the platform. Who will maintain the plant life and keep the transit center clean / free of graffiti?*
- *Very important: Since you're existing Transit center that you will be leaving will be redeveloped, the new Transit center should accommodate an area that will allow for an overhead connection walkway between the to be built building and the new Transit center. The new structure could also accommodate public parking. This will head to the use of success of the new Transit center.*
- *This seem like a very limited tree pallette. I'm not at all impressed by this survey. I don't think it dealt with the important issues involved in design. Instead, I think this was some kind of window dressing. The question on the percentage of plants was especially ridiculous. The options didn't look at all like the real world. More important would be to ask questions about what kind of security is needed, to enable people to feel safe there at night. I sent in extensive comments by email.*
- *Tree in planters to avoid disrupting horizontal surfaces by tree roots and planter boxes presents an efficient foundation for trees.*
- *please add budget to adequately maintain and water plantings*
- *Disregard my answer to this question. The answer was required by the website. Plants are not needed. We need buses and trains. Not greenery!*
- *I'd much rather see a more diverse canopy, with species diversity and varying canopy height. Absolutely do not do any pollarding.*
- *The main reason I do not use the transit center is that the parking is too far away. In order to take the train, we had to drive to Larkspur in order to find DP parking close enough, even though we live in San Rafael.*
- *The transit center feels unsafe. I think you should focus on better security; also there needs to be a place for cars to safely drop off and pick up people.*
- *please no fruit producing trees.*
- *Concern that homeless will sleep on benches*
- *Native trees! None of those! Also, water fountain please.*
- *Shade trees please! Important as the world gets hotter.*
- *Deciduous trees that provide shade in summer and sun in the winter are great.*
- *None.*
- *This is a Boon Doggle of the highest order. Wasting tens of millions of dollars to move the Transit Center 70 yards north is the stupidest idea yet*
- *tree leaves clog gutters and in san rafael never seem to be picked up*
- *Redwood Trees*
- *Take care of them !!*

Lucas Valley-Marinwood

St Vincent

SAN RAFAEL TRANSIT CENTER

OPEN HOUSE WHAT WE HEARD REPORT

APPENDIX A. SURVEY QUESTIONS

AUGUST 15-31, 2023

Santa Venetia

fax

San Anselmo

San Rafael

Ross

Kentfield

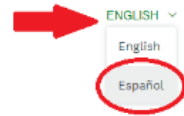
GREENBRAE



San Rafael Transit Center - Public Open House Survey

Spanish version of the survey is available. Please select the language tool at the top right corner of the screen.

La versión en español de la encuesta está disponible. Seleccione la herramienta de idioma en la esquina superior derecha de la pantalla.



San Rafael Transit Center - Public Open House Survey

* 1. How frequently do you use the Transit Center? (Select one)

- Several times per week
- Once or twice per week
- Monthly
- Sometimes, but rarely
- Never

* 2. How do you relate to the San Rafael Transit Center? (Select all that apply)

- Transit User
- Neighborhood resident
- Nearby business owner
- Local Employee
- Student
- Other (please specify)

Next

* 3. Which of the following plaza features or uses are the most important for you? (select up to 3)

- | | |
|--|--|
| <input type="checkbox"/> Access transit information | <input type="checkbox"/> Coffee shop |
| <input type="checkbox"/> Wayfinding signage and maps | <input type="checkbox"/> Cell phone chargers |
| <input type="checkbox"/> Real time arrival information | <input type="checkbox"/> Shade trees |
| <input type="checkbox"/> Public art | <input type="checkbox"/> Short term bike parking |
| <input type="checkbox"/> Tables | <input type="checkbox"/> Long term bike parking |
| <input type="checkbox"/> Benches | <input type="checkbox"/> Bike repair tools |
| <input type="checkbox"/> Other (please specify) | |

* 4. Would you use any of the following businesses in the plaza? (Select one)

- Coffee shop
- Convenience store
- Retail store
- Grab and go food
- None of the above
- Other (please specify)

5. What style of seating appeals to you the most?



* Please select up to 3

Historic, Ornate

Planter Boxes

Redwood Picnic Table

Historic, Classic

Linear

Contemporary

Tree Ring

Concrete

Seat Dividers

Other (please specify)

* 6. How much greenery (landscape) should the plaza have? How much paving (hardscape)? (Select one)

1. Mostly Plants
2. Mostly Plants + Some Paving
3. Even Mix of Plants and Paving
4. Mostly Paving + Some Plants
5. Mostly Paving



Back Next

7. Which type of tree appeals to you the most?



* Please select up to 2

- Canary Palm Trees
- Ginkgo Trees
- London Plane Trees
- London Plane (shaped)
- Trees in Planters

What other comments would you like to share with us?

Back Done

* 1. ¿Con qué frecuencia utiliza el Centro de Tránsito? (Seleccione una opción)

- Varias veces por semana
- Una o dos veces por semana
- Mensualmente
- A veces, pero rara vez
- Nunca

* 2. ¿Cómo se relaciona con el Centro de Tránsito de San Rafael? (Seleccione todas las opciones que correspondan)

- Usuario del transporte público
- Residente en el barrio
- Propietario de un negoci
- Empleado local
- Estudiante
- Otro (especifique)

Siguiente

* 3. ¿Cuáles de las siguientes características o usos de la plaza son los más importantes para usted? (seleccione hasta 3)

- | | |
|--|---|
| <input type="checkbox"/> Acceso a información de tránsito | <input type="checkbox"/> Cafetería |
| <input type="checkbox"/> Señalización y mapas | <input type="checkbox"/> Cargadores de móviles |
| <input type="checkbox"/> Información de llegada en tiempo real | <input type="checkbox"/> Árboles de sombra |
| <input type="checkbox"/> Arte público | <input type="checkbox"/> Aparcamiento para bicicletas de corta duración |
| <input type="checkbox"/> Mesas | <input type="checkbox"/> Aparcamiento para bicicletas de larga duración |
| <input type="checkbox"/> Bancos | <input type="checkbox"/> Herramientas para reparar bicicletas |
| <input type="checkbox"/> Otro (especifique) | |

* 4. ¿Utilizaría alguno de los siguientes negocios de la plaza? (Seleccione hasta 2)

- Cafetería
- Tienda de conveniencia
- Restaurante
- Comida para llevar
- Ninguno de los anteriores
- Otro (especifique)

5. ¿Qué estilo de asiento le atrae más?

Historic, Ornate
Histórico, ornamentado



Historic, Classic
Histórico, Clásico



Tree Ring
Banca de alcorque



Planter Boxes
Jardineras



Linear
Bancos lineales



Concrete
Concreto



Redwood Picnic Table
Mesa de Picninc de Redwood



Contemporary
Contemporáneo



Seat Dividers
Separadores de asientos



* (Seleccione hasta 3)

Histórico, ornamentado

Jardineras

Mesa de picnic de redwood

Histórico, clásico

Bancos lineales

Contemporáneo

Banca de alcorque

Concreto

Separadores de asientos

Otro (especifique)

Anterior

Siguiente

* 6. How much greenery (landscape) should the plaza have? How much paving (hardscape)? (Select one)

1. Mayormente plantas
 2. Mayoritariamente plantas + algo de pavimento
 3. Mezcla homogénea de plantas y pavimento
 4. Principalmente pavimento + algunas plantas
 5. Principalmente pavimento



[Anterior](#)
[Sigüiente](#)

7. ¿Qué tipo de árbol le atrae más? (seleccione hasta 2)



* Seleccione hasta 2

- Palmeras canarias
 Árboles Ginkgo
 Plátanos de Londres
 Plátanos de Londres con forma
 Árboles en jardineras

¿Qué otros comentarios te gustaría compartir con nosotros?

[Anterior](#)
[Completo](#)

Lucas Valley-Marinwood

St Vincent

SAN RAFAEL TRANSIT CENTER

OPEN HOUSE WHAT WE HEARD REPORT

APPENDIX B. SURVEY RESPONSES

AUGUST 15-31, 2023

Santa Venetia

fax

San Anselmo

San Rafael

Ross

Kentfield

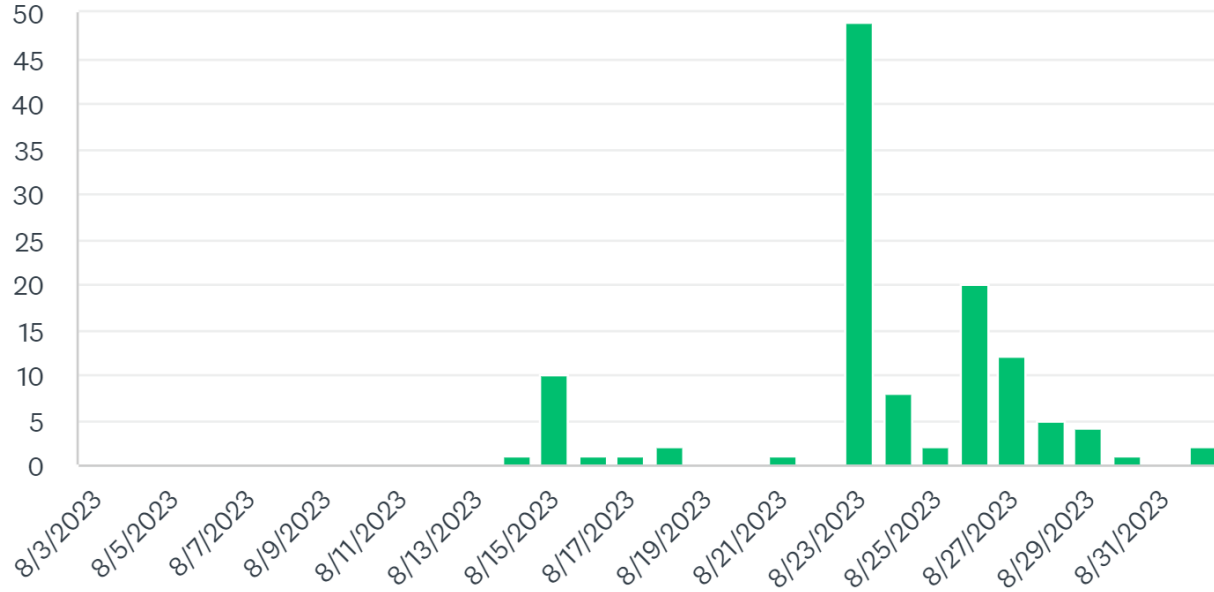
GREENBRAE

San Rafael Transit Center - Public Open House Survey

Tuesday, September 05, 2023

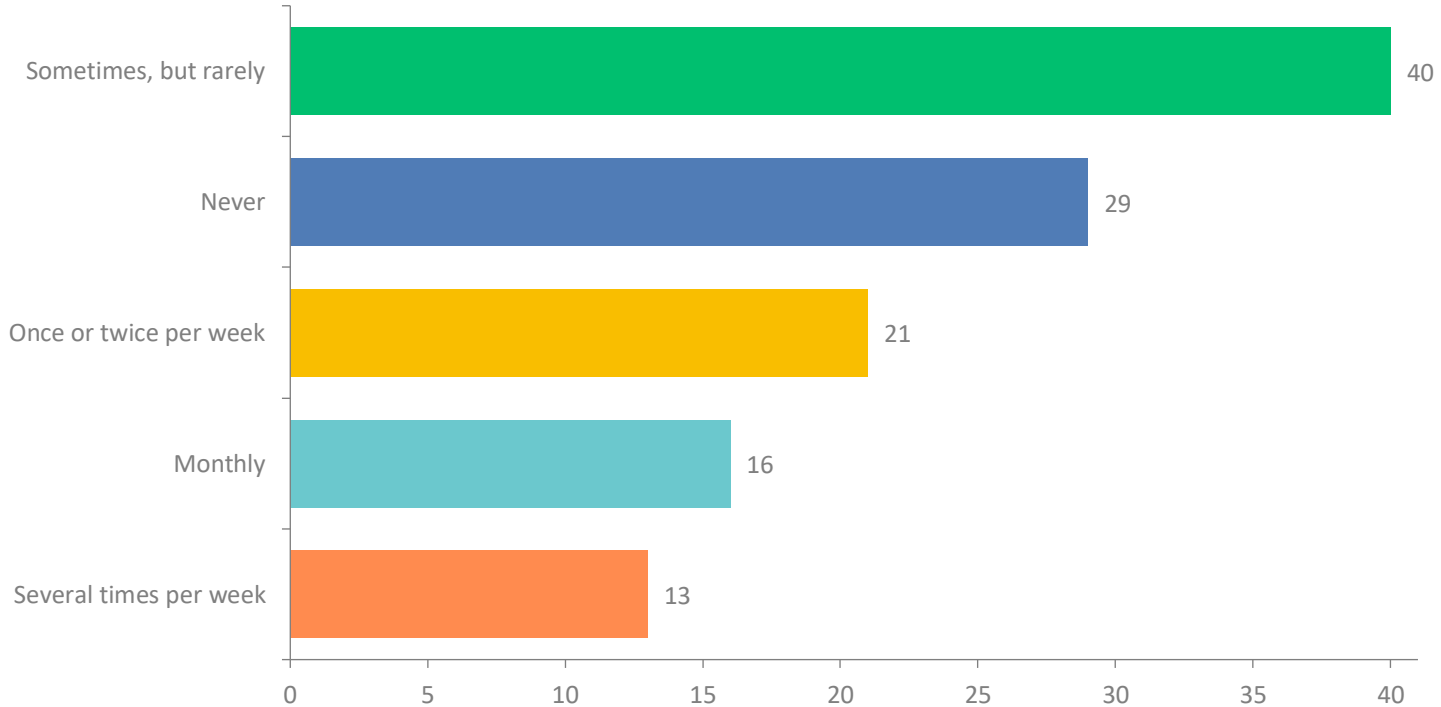
- Total Responses: 119

First: 8/14/2023 Zoom: 8/3/2023 to 9/1/2023



Q1: 1. How frequently do you use the Transit Center? (Select one)

• Answered: 119 Skipped: 0



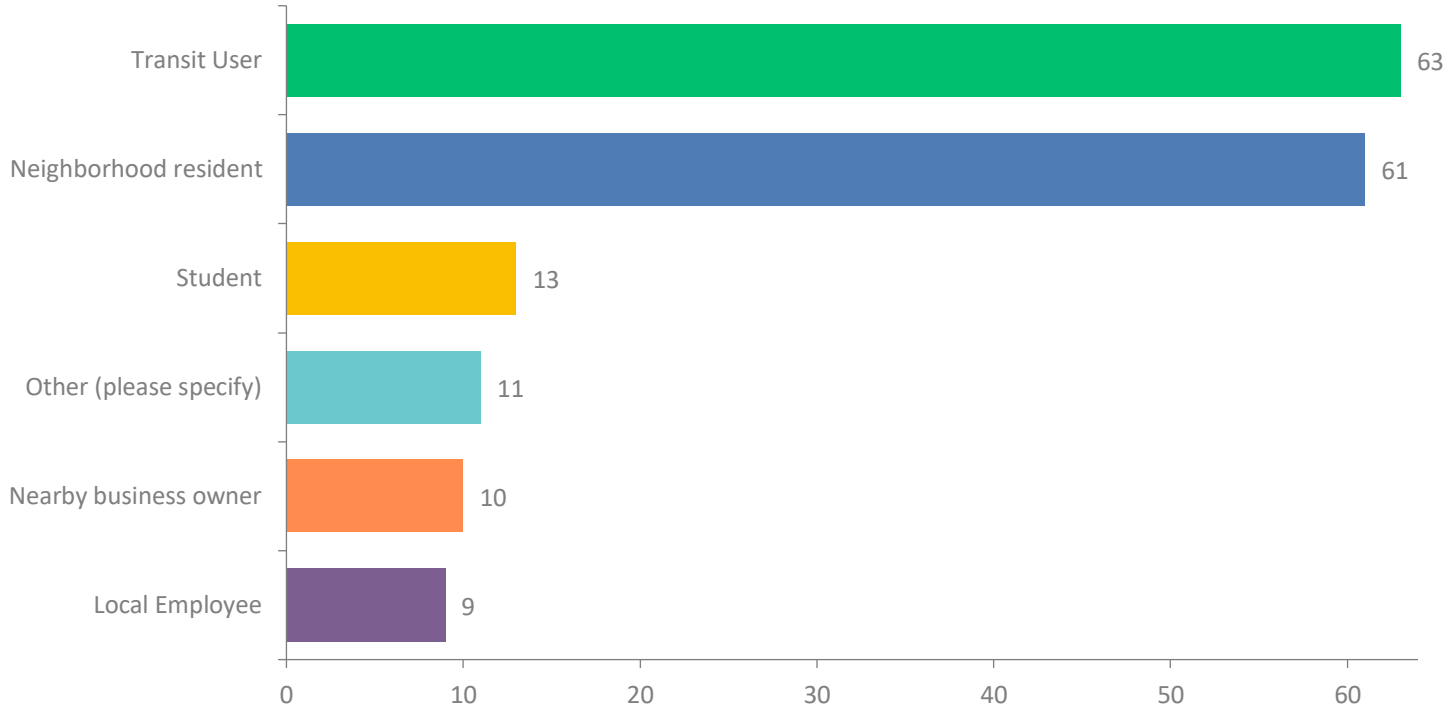
Q1: 1. How frequently do you use the Transit Center? (Select one)

• Answered: 119 Skipped: 0

ANSWER CHOICES	RESPONSES	
Sometimes, but rarely	33.61%	40
Never	24.37%	29
Once or twice per week	17.65%	21
Monthly	13.45%	16
Several times per week	10.92%	13
TOTAL		119

Q2: 2. How do you relate to the San Rafael Transit Center? (Select all that apply)

• Answered: 119 Skipped: 0



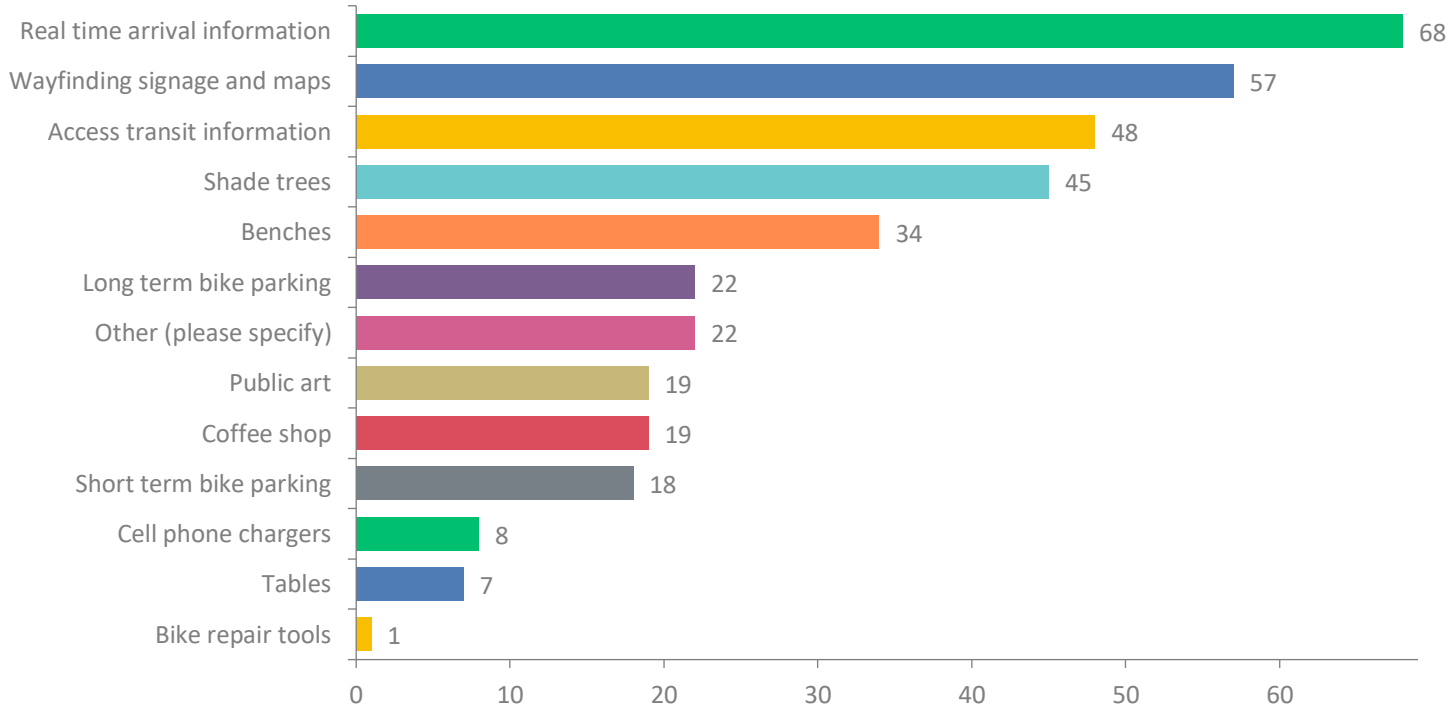
Q2: 2. How do you relate to the San Rafael Transit Center? (Select all that apply)

• Answered: 119 Skipped: 0

ANSWER CHOICES	RESPONSES	
Transit User	52.94%	63
Neighborhood resident	51.26%	61
Student	10.92%	13
Other (please specify)	9.24%	11
Nearby business owner	8.40%	10
Local Employee	7.56%	9
TOTAL		167

Q3: 3. Which of the following plaza features or uses are the most important for you? (select up to 3)

• Answered: 112 Skipped: 7



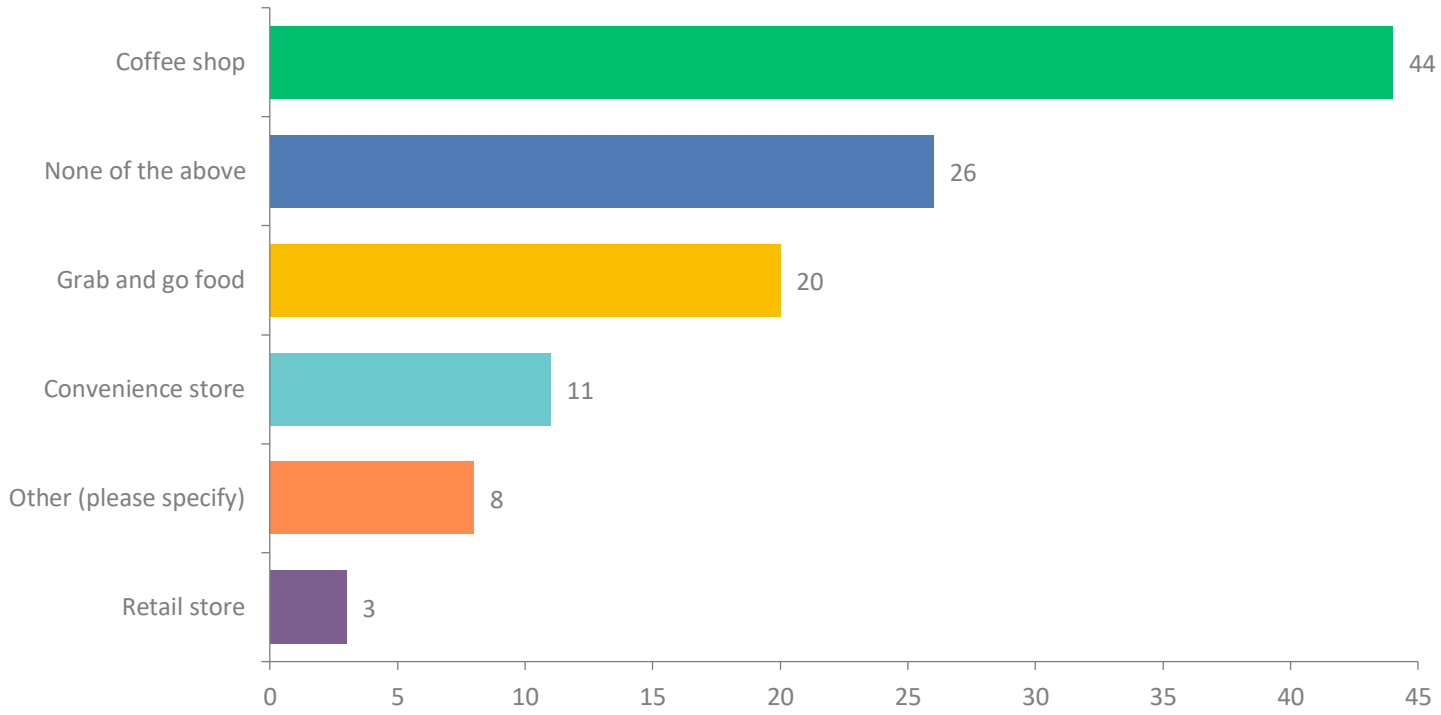
Q3: 3. Which of the following plaza features or uses are the most important for you? (select up to 3)

• Answered: 112 Skipped: 7

ANSWER CHOICES	RESPONSES	
Real time arrival information	60.71%	68
Wayfinding signage and maps	50.89%	57
Access transit information	42.86%	48
Shade trees	40.18%	45
Benches	30.36%	34
Long term bike parking	19.64%	22
Other (please specify)	19.64%	22
Public art	16.96%	19
Coffee shop	16.96%	19
Short term bike parking	16.07%	18
Cell phone chargers	7.14%	8
Tables	6.25%	7
Bike repair tools	0.89%	1
TOTAL		368

Q4: 4. Would you use any of the following businesses in the plaza? (Select one)

• Answered: 112 Skipped: 7



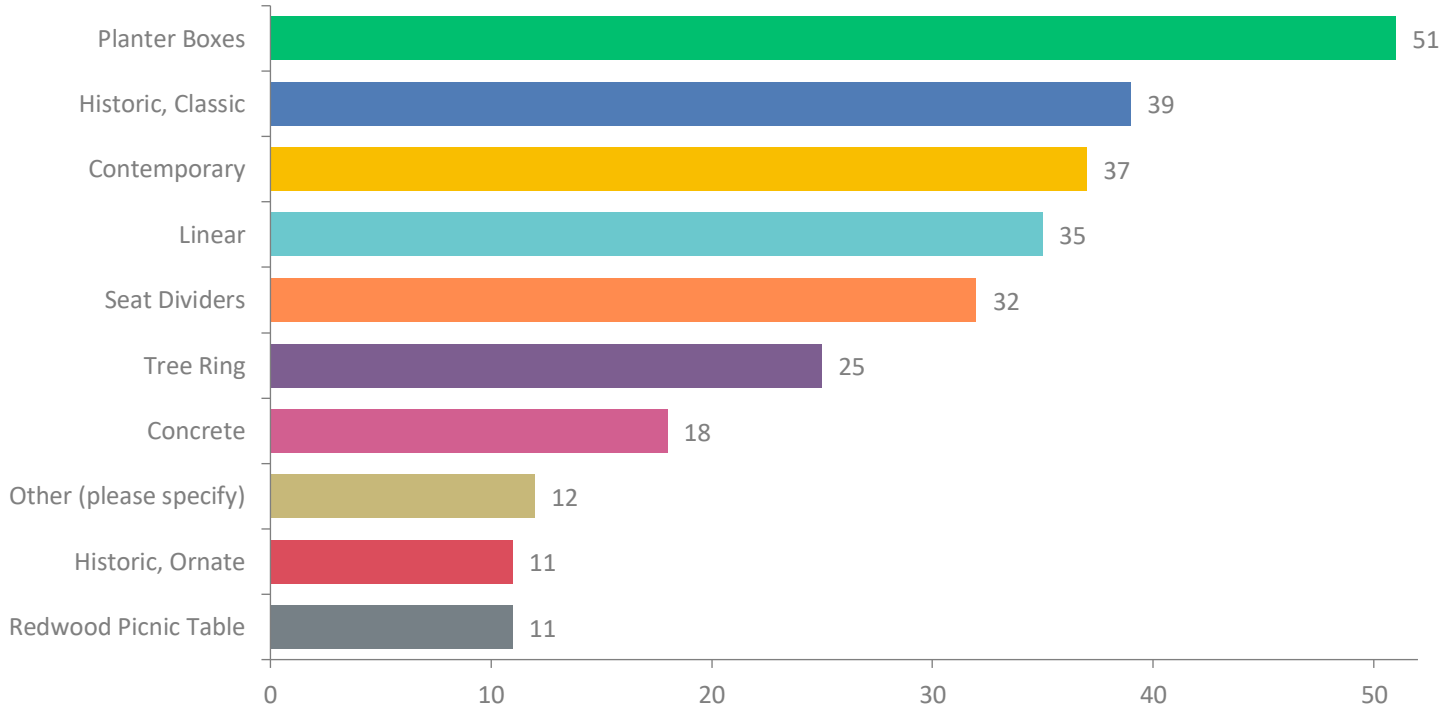
Q4: 4. Would you use any of the following businesses in the plaza? (Select one)

• Answered: 112 Skipped: 7

ANSWER CHOICES	RESPONSES	
Coffee shop	39.29%	44
None of the above	23.21%	26
Grab and go food	17.86%	20
Convenience store	9.82%	11
Other (please specify)	7.14%	8
Retail store	2.68%	3
TOTAL		112

Q5: Please select up to 3

• Answered: 111 Skipped: 8



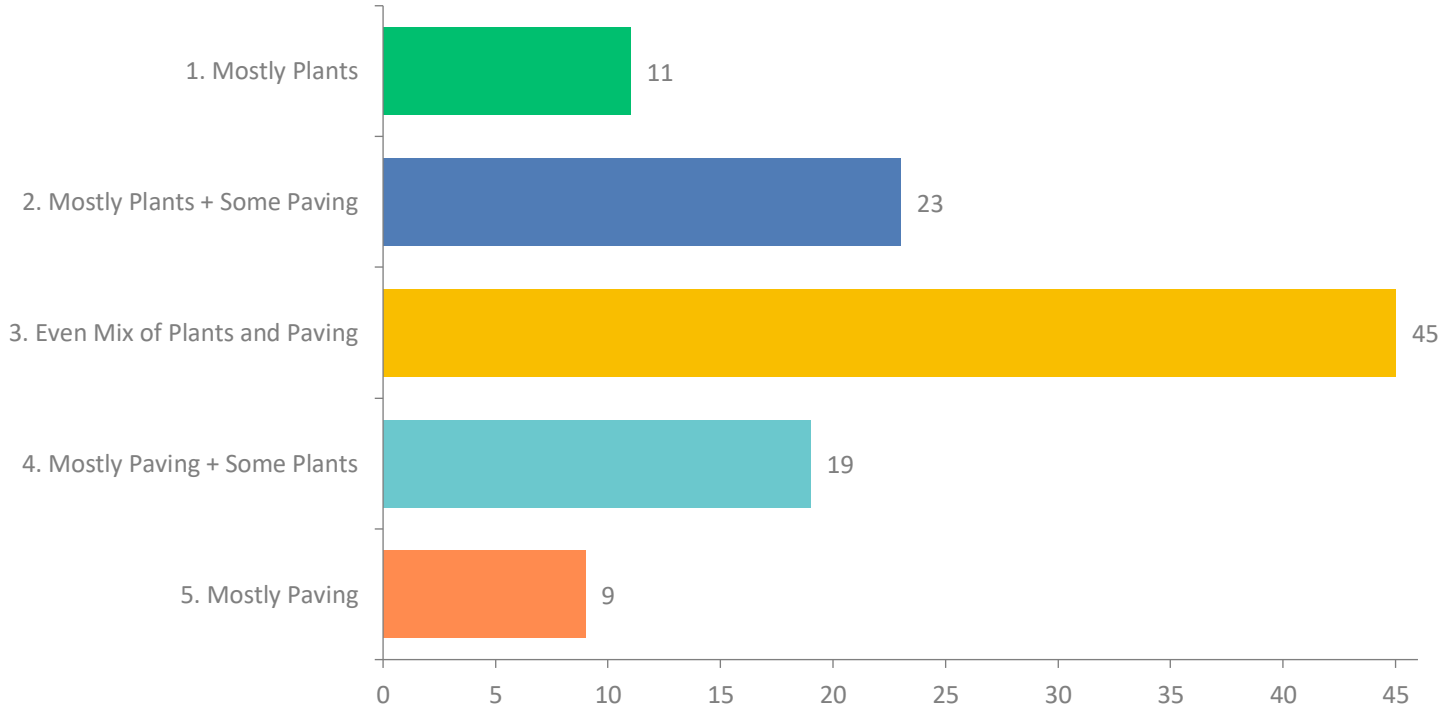
Q5: Please select up to 3

• Answered: 111 Skipped: 8

ANSWER CHOICES	RESPONSES	
Planter Boxes	45.95%	51
Historic, Classic	35.14%	39
Contemporary	33.33%	37
Linear	31.53%	35
Seat Dividers	28.83%	32
Tree Ring	22.52%	25
Concrete	16.22%	18
Other (please specify)	10.81%	12
Historic, Ornate	9.91%	11
Redwood Picnic Table	9.91%	11
TOTAL		271

Q6: 6. How much greenery (landscape) should the plaza have? How much paving (hardscape)? (Select one)

• Answered: 107 Skipped: 12



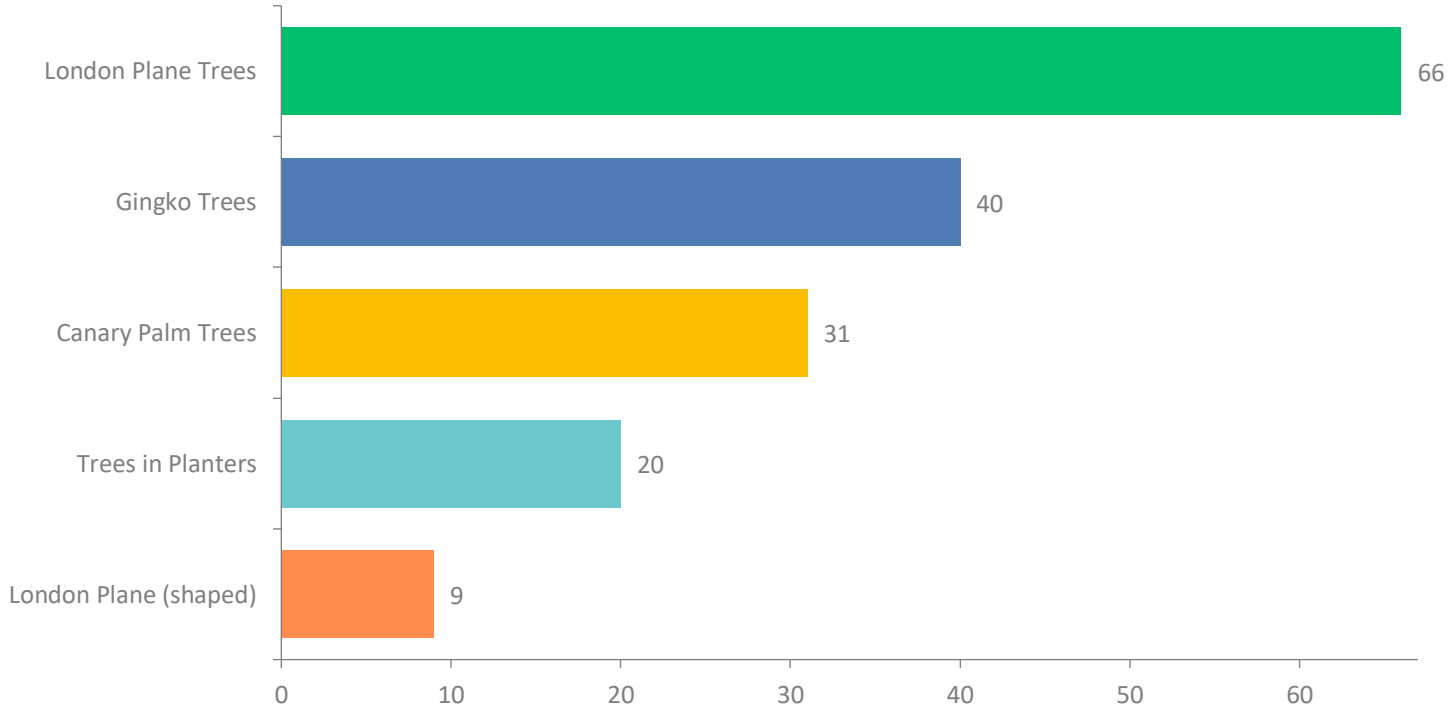
Q6: 6. How much greenery (landscape) should the plaza have? How much paving (hardscape)? (Select one)

• Answered: 107 Skipped: 12

ANSWER CHOICES	RESPONSES	
1. Mostly Plants	10.28%	11
2. Mostly Plants + Some Paving	21.50%	23
3. Even Mix of Plants and Paving	42.06%	45
4. Mostly Paving + Some Plants	17.76%	19
5. Mostly Paving	8.41%	9
TOTAL		107

Q7: Please select up to 2

• Answered: 102 Skipped: 17



Q7: Please select up to 2

• Answered: 102 Skipped: 17

ANSWER CHOICES	RESPONSES	
London Plane Trees	64.71%	66
Ginkgo Trees	39.22%	40
Canary Palm Trees	30.39%	31
Trees in Planters	19.61%	20
London Plane (shaped)	8.82%	9
TOTAL		166

Q8. What other comments would you like to share with us?

- Are any of these trees on the California invasive species list? We should focus on planting native trees that provide expansive shade.
- Trees that are native to the area are my preference.
- Whichever is the least flammable
- We need to feel safe when we travel by bus or train and make sure our cars don't get broken into while we use the transit for a day jaunt. That what makes me nervous especially when it get dark earlier.
- Solutions to managing the transient issues and localized crime in order to have these proposed design benefits, and the transit center utilized by local residents at a higher level.
- Please ensure that it is easy and safe for pedestrians and cyclists to cross under the 101 freeway to East San Rafael with this project. It is currently dangerous and unsafe to do so, especially with car conflicts.
- Please consider small vehicles and point-to-point pick up and delivery. You don't need a large expensive transit center or obsolete, fixed routes and big, expensive busses to support the shrinking ridership of the existing system. Building ginormous apartment houses won't help. Throwing more money at an inappropriate concept does not benefit the community.
- Flowering Plants for various seasons. Low Water Requirements
- Make things cost effective and safe from criminals and the homeless
- All improvements should minimize blight due to vandalism, landscape neglect, tree root invasion and general lack of maintenance if it is to remain an inviting environment. This is essentially the gateway to our city.

Q8. What other comments would you like to share with us? (cont.)

- Please ensure the design of the center is modern, unique and beautiful. It is the GATEWAY to San Rafael! Consider a tower with a clock, glass walls, interesting shapes.
- Getting airporter service is critical.
- Most important features are ease of use and smooth traffic flow. But stores and seating and decor are nice to have - why not incorporate the old Whistlestop building? Thank you!
- London plane trees make a mess and many are allergic to the dust in their spiked balls.
- The 5 options that I "MUST" pick from are not native trees. The structure of this question, forcing to choose from a list of your choices invalidates everyone's answers since you can't know if they actually pick it or just have no choice but to click some box. I regret even engaging in this "survey" as it's obviously biased.
- Shade and protection from rain are important for passengers waiting on the platform. Who will maintain the plant life and keep the transit center clean / free of graffiti?
- Very important: Since you're existing Transit center that you will be leaving will be redeveloped, the new Transit center should accommodate an area that will allow for an overhead connection walkway between the to be built building and the new Transit center. The new structure could also accommodate public parking. This will head to the use of success of the new Transit center.
- This seem like a very limited tree palette. I'm not at all impressed by this survey. I don't think it dealt with the important issues involved in design. Instead, I think this was some kind of window dressing. The question on the percentage of plants was especially ridiculous. The options didn't look at all like the real world. More important would be to ask questions about what kind of security is needed, to enable people to feel safe there at night. I sent in extensive comments by email.

Q8. What other comments would you like to share with us? (cont.)

- The transit center feels unsafe. I think you should focus on better security; also there needs to be a place for cars to safely drop off and pick up people.
- please no fruit producing trees.
- Concern that homeless will sleep on benches
- Native trees! None of those! Also, water fountain please.
- Shade trees please! Important as the world gets hotter.
- Deciduous trees that provide shade in summer and sun in the winter are great.
- This is a Boon Doggle of the highest order. Wasting tens of millions of dollars to move the Transit Center 70 yards north is the stupidest idea yet
- tree leaves clog gutters and in san rafael never seem to be picked up
- Redwood Trees
- Take care of them !!
- Tree in planters to avoid disrupting horizontal surfaces by tree roots and planter boxes presents an efficient foundation for trees.
- please add budget to adequately maintain and water plantings
- Disregard my answer to this question. The answer was required by the website. Plants are not needed. We need buses and trains. Not greenery!
- I'd much rather see a more diverse canopy, with species diversity and varying canopy height. Absolutely do not do any pollarding.
- The main reason I do not use the transit center is that the parking is too far away. In order to take the train, we had to drive to Larkspur in order to find DP parking close enough, even though we live in San Rafael.

