

SAN RAFAEL TRANSIT CENTER OPEN HOUSE - DECEMBER 06, 2023

WHAT WE HEARD REPORT

DECEMBER 13, 2023



Prepared by
DIALOG

Open House Summary

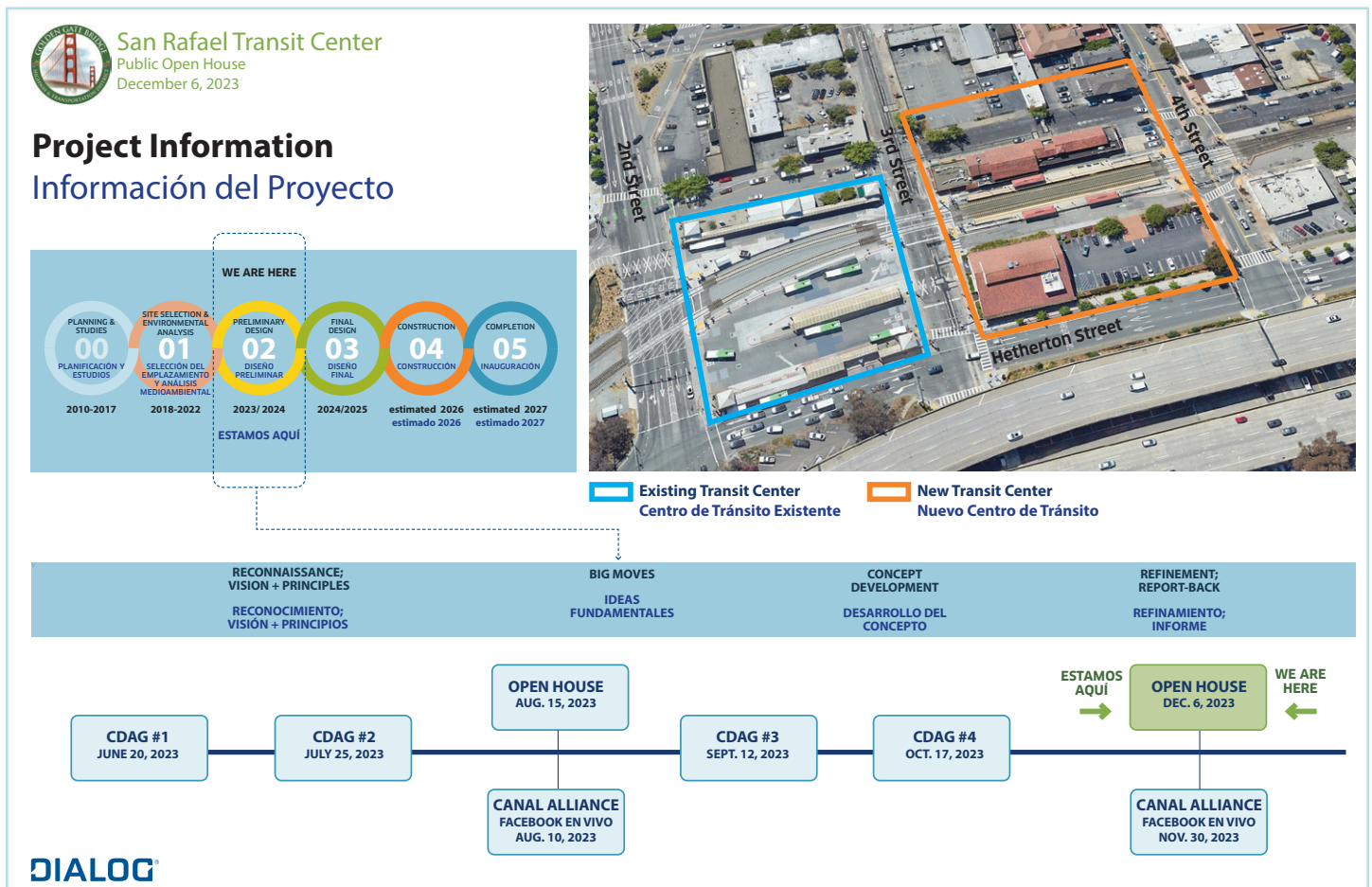
On December 6, 2023, the Golden Gate Bridge, Highway and Transportation District (GGBHTD) hosted an Open House to hear community input on design opportunities for the San Rafael Transit Center Relocation project. It was held at the San Rafael Community Center from 5:30-7:30 pm. An estimated 60 people 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 Canal Alliance Facebook Live event held November 30, 2023; this is 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
- Community Design Advisory Group
- Recap of August 2023 public outreach activities
- “Move Whistlestop Alternative” Environmental Impact Report site plan and project elements
- Customer Service Building concept
- Incorporating elements from the Northwestern Pacific Railroad Depot Building
- Plaza design and bike lane configuration
- Proposed canopy concept
- Northwestern Pacific Railroad Depot 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 “where they lived, worked and spend their time regularly?” that helped the GGBHTD understand who attended the Open House.

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).

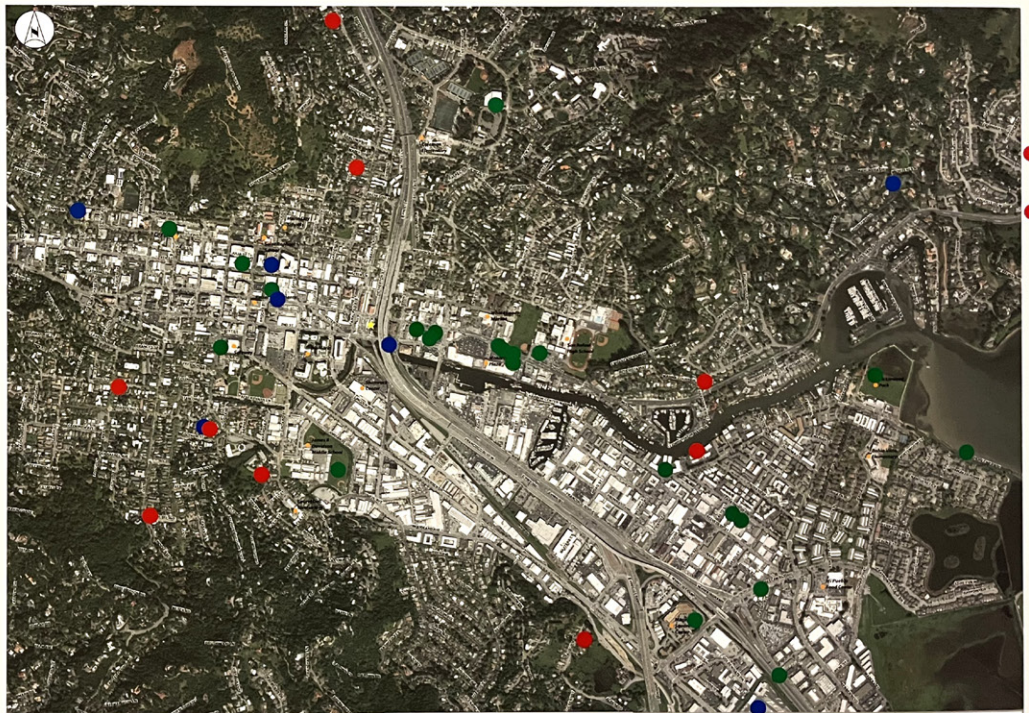
Out of the total number of dots (56), 41% (23 dots) represented places visited on a daily or weekly basis, and 36% (20 dots) represented residences. While the remaining 23% (13 dots) depicts the places where participants work.



San Rafael Transit Center
Public Open House
December 6, 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



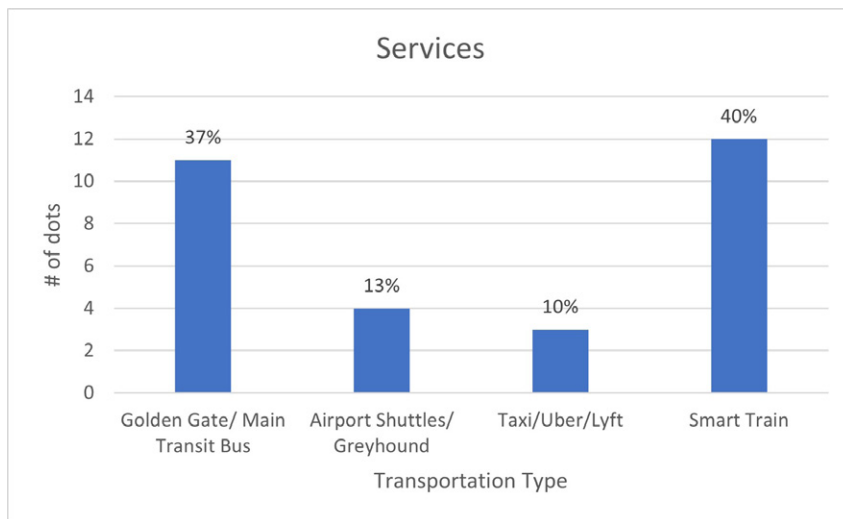
If you live outside the area shown, place a dot in this box.
Si vive fuera de la zona indicada, ponga un punto en esta casilla.

DIALOG

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.

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.



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

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

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

August 2023 Public Outreach Activities: Open Houses, Facebook Live, & Survey

Participants were asked if they attended any of the past public outreach programs. Participants used colored dots to answer the two questions.

Out of 9 respondents for the August Open House, 6 attended, while 3 did not. Of the 6 respondents for the August Facebook Live event, 2 attended, while 4 did not.

San Rafael Transit Center
Public Outreach
November 6, 2023

August 2023 Public Outreach Activities: Open House, Facebook Live, & Survey
Sesión de Puertas Abiertas de Agosto

Public Open House, August 17, 2023 (100+ participants) | Jornada de Puertas Abiertas, 17 de Agosto de 2023 (más de 100+ participantes)

Facebook Live Event, August 16, 2023 (1100+ viewers) | Evento en directo en Facebook, 16 de Agosto de 2023 (más de 1100+ espectadores)

Example Survey Questions, August 15-31, 2023 (117 respondents) | Ejemplo de preguntas de la encuesta, 15-31 de Agosto de 2023 (117 encuestados)

What We Heard | Lo que escuchamos

The community was asked to input a number of issues related to program, amenities, plaza design, and bus shelters. Feedback was largely consistent between participants in the Facebook Live event, the Open House, and the Survey. Community interests have largely been included in the Preliminary Design. Some items will be addressed during the Final Design phase.

Se pidió a la comunidad su opinión sobre una serie de cuestiones relacionadas con el programa, los servicios, el diseño de la plaza y los paradas de autobús. Los participantes en el evento de Facebook Live, la jornada de puertas abiertas y la encuesta coincidieron en gran medida en sus comentarios. Los intereses de la comunidad se han incluido en gran medida en el diseño preliminar; algunos puntos se abordarán durante la fase de diseño final.

PLAZA PROGRAM PROGRAMA DE LA PLAZA	PLAZA AND LANDSCAPE CHARACTER PLAZA Y CARÁCTER PAISAJÍSTICO	PLAZA OPTIONS - RETAIL AND SEATING OPCIONES DE PLAZA - VENTA AL POR MENOR Y ASIENTOS	BUILDING & PLAZA LOCATION EDIFICIO Y PLAZA	BUS SHELTER SIZE & APPROACH TAMAJO Y ENFOQUE DE LA MANDEBANA
<p>Participants prioritized the following amenities:</p> <ul style="list-style-type: none"> More Digital real time signage Long-term bike parking Shade trees <p>Los participantes dieron prioridad a los siguientes servicios:</p> <ul style="list-style-type: none"> Más Señalización digital en tiempo real Aparcamiento para bicicletas de larga duración Árboles de sombra 	<p>About half of participants favored an equal mix of plantings and pavings, with some favoring more paved areas such as courtyards. The Community Design Advisory Group identified five tree species of interest. Of these, London plane trees were the most popular.</p> <p>Aproximadamente la mitad de los participantes se mostraron a favor de una combinación equilibrada de plantaciones y pavimentos, y algunos prefirieron más zonas pavimentadas, como los patios. El Grupo Consultivo de Diseño Comunitario identificó cinco especies arbóreas de interés. De ellas, los plátanos de Londres fueron las más populares.</p>	<p>More than half of participants favored a cafe option for the retail space, with grab and go food as the second choice. Participants expressed interest in multiple styles of seating including a classic, historic, bench style and benches with planters. Amenity were also favored.</p> <p>Más de la mitad de los participantes se inclinaron por una cafetería para el espacio comercial, mientras que la comida para llevar fue la segunda opción. Los participantes se mostraron interesados en varios estilos de asientos, como el clásico, banco histórico o los bancos con jardineras. También se prefirieron los complementos.</p>	<p>Most participants preferred a plaza that borders on 4th St. and a Customer Service Building that borders on 3rd St. The route and traffic make 3rd St. less favorable. A corner building with smaller plazas on both 3rd and 4th Streets were also favored.</p> <p>La mayoría de los participantes prefieren una plaza que limita con la calle 4 y un edificio de atención al cliente que limita con la calle 3. El ruido y el tráfico hacen que la calle 3 sea menos favorable. También se prefirió un edificio con plazas más pequeñas en las esquinas de las calles 3 y 4.</p>	<p>Most participants favored larger bus shelters, particularly east of the SMART tracks. New shelters on Tempeque Ave. be smaller so as to not overtake hub elements that will become part of a new Customer Service Building.</p> <p>La mayoría de los participantes se mostraron a favor de mandebanas más grandes, especialmente al este de las vías del SMART. Las nuevas mandebanas en la avenida Tempeque podrían ser más pequeñas para no sobrepasar los elementos históricos que formarán parte del nuevo edificio de atención al cliente.</p>

DIALOG



Proposed Site Design

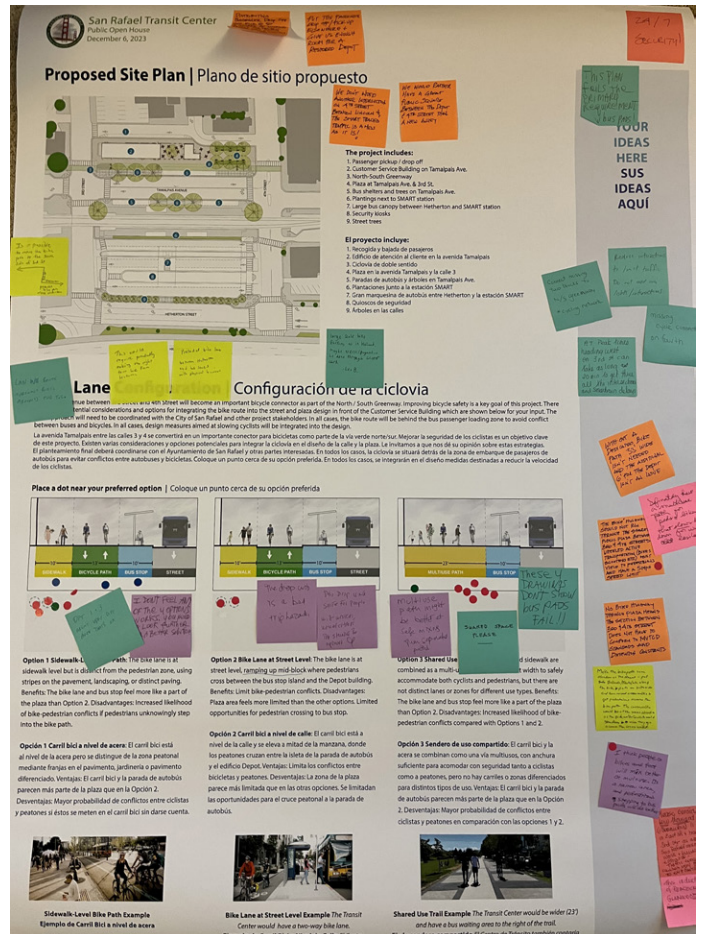
Participants completed a dot-placing exercise to indicate their preferred option for Bike Lane Configuration. The three (3) options include the following:

- Option 1: Sidewalk-Level Bike Path
- Option 2: Bike Lane at Street Level
- Option 3: Shared Use Trail

Of the respondents, 50% preferred the Option 1 Sidewalk-Level Bike Path. 40% participants selected Option 3 Shared Use Trail, while 10% preferred Option 2.

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

- *Distributing Passenger Drop-off and pick up to a number of locations around the transit center may improve traffic vs one location. This should be modeled.*
- *Put the passenger drop off/ pick up elsewhere and give us enough room for a restored Depot*
- *We don't need another intersection on 4th street between Lincoln and the smart tracks traffic is a mess as it is!*
- *We would rather have a great public square between the Depot And 4th Street than a new alley.*
- *Is it possible to move the bike path to the south side of 3rd street? Protected bike path along Hetherton? [Sketch indicates potential route]*
- *This would require potentially taking the right turn lane from Hetherton*
- *Can we route through bikes around the T.C.*
- *Protected bike lane between Hetherton and bus lanes with physical barriers*
- *Large scale bike parking as in Holland. Maybe access/ payment car be done through clipper card*



- *24/7 Security!*
- *This plan foils the primary requirement. Show bus pads!*
- *Connect missing two blocks to N/S greenway. Cycling network*
- *Reduce intersections to limit traffic. Do not add only lights/ intersections*
- *At peak times heading west on 3rd st can take as long as 20 min to get thru all the intersections and smarthtrain delays.*
- *Missing cycle connection on fourth*
- *Without a dedicated bike path 33' wide isn't needed and the additional 6' for the Depot isn't an issue*
- *Definitely have a multiuse path for peds and bikes - that slows bikes down for walker easily*
- *The bike "highway" should not run through the shared public plaza between 3rd and 4th streets wheeled active transportation (bikes scooters etc) must yield to pedestrians and have 5mph speed*

limit

- *No bike highway through plaza means the section between 3rd and 4th street does not have to conform to MUTCD standards and dimension constraints*
- *Make the bikepath same elevation as the street - put bollards/plants/etc along the bike path on both sides and have raised crosswalks to get pedestrians across the bike path. The crosswalks would be at the same elevation as the sidewalk. Cyclists would slow down when they go across the crosswalks.*
- *I think people on bikes and foot will mix better on multiuse. Its a narrow area, and pedestrians stepping to bus pads will do better*
- *Please consider the few thousand homes (=commuters) living in East SR and have ONLY 3rd Str as an exit to San Rafael amenities, work, freeway entrance. Traffic congestion (lites) causes very long delays to exit East San Rafael*
- *This includes all of Peacock Gap and Glenwood residents.*
- *+Bike trail - not needed as much would like to see it integrated within a bike trail network*
- *+Cal Trans should integrated bike paths*
- *+Bus route signage - is a priority*
- *+Pedestrian connections are a priority within the transit center and to the adjacent urban areas*
- *+Like the design as it is designed from the perspective of passengers*

The following comments were positioned below the three (3) options for the Bike Lane Configuration:

Option 1 Sidewalk-Level Bike Path

- *Opt 1 and 3 aren't very diff and that's ok*
- *I don't feel any of the 4 options works, you need to look further for a better solution*

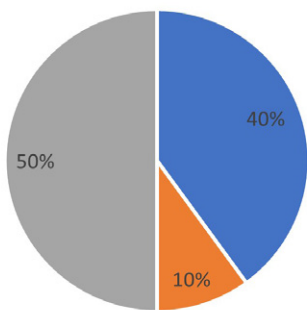
Option 2 Bike Lane at Street Level

- *The drop curb is a bad trip hazard*
- *The drop isn't safe for people with walkers, wheelchairs. This shouldn't be approved.*

Option 3 Shared Use Trail

- *Multiuse path might be better at safe mixing than separated paths*
- *Shared space please*
- *These 4 drawings don't show bus pads. Fail!!*

Bike Lane Configuration



■ opt 1 ■ opt 2 ■ opt 3
Responses to the preferred option for bike lane configuration



Customer Service Building Concept

Open House attendees provided comments on a preliminary concept for the Customer Service Building. The following list summarizes common themes represented across multiple comments:

- Public Bathrooms
- Security personnels and cameras
- Restore/ recreate part(s) of the depot

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.

- *Restore the 1929 depot - this is a memorable civic monument that will provide a great place and front door.*
- *Do not separate the building with an internal courtyard - cute idea but ruins the building footprint.*
- *Where are the solar panels?*
- *+Bilingual people is important*
- *The public bathrooms are tiny and totally inadequate. Provide larger public rooms that don't require a closed door. Many people commented at last open house. Please don't ignore us!*
- *Love the courtyard with trees next to retail. Make a great place for coffee/ lunch and people will come.*
- *24/7 Security!*
- *I don't think there's enough public space. Too much back office.*
- *Make sure the Customer Relations staff work stations are large enough to comfortably accommodate all the workers.*
- *+Put in more than one bathroom for both women and men.*
- *+Cameras to keep us safe*
- *+Chargers for electric bicycles*
- *Ensure security kiosk is closer to the public access.*

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Customer Service Building Concept | Concepto de Edificio de Atención al Cliente

YOUR IDEAS HERE / SUS IDEAS AQUÍ

What We Heard
The Community Design Advisory Group (CDAG) provided feedback on this option with the following comments:
 • Historic arches form a courtyard between the public waiting area and cafe - activate both the plaza and courtyard place for the community
 • Courtyard is public, but a somewhat restricted area closed to service at night
 • Opportunities for shade structures and trees
 • Family friendly, safer environment for young children

Lo Que Escuchamos
El Grupo Consultivo de Diseño Comunitario (CDAG) se incluyó por esta opción, con los siguientes observaciones:
 • Los arcos históricos forman un espacio entre la zona de espera del público y la cafetería
 • Oportunidades para crear un sentido de pertenencia a la comunidad
 • El patio es público, pero está algo restringido y podría restringirse por la noche
 • Oportunidades para estructuras de sombra y árboles
 • Entorno familiar más seguro para los niños pequeños

Customer Service Building
The building includes three main components: staff areas, public functions lobby, customer service desks, restrooms, and retail cafe. The public and retail cafe uses Frank a courtyard.

Edificio de atención al Cliente
El edificio incluye de tres componentes principales: áreas para el personal, funciones públicas (lobby, mostradores de atención al cliente, áreas y comedores/cafetería), una zona pública y comercial (cafetería) que usa Frank a courtyard.

View from the Customer Service Building Courtyard Looking East | Vista desde el patio del Edificio de Atención al Cliente hacia el este

This rendering shows what the experience inside the courtyard could become. This view shows a large tree. Moving forward, the design team will also evaluate shade structures adjacent to the lobby and retail cafe spaces as shown in the diagram above. The team will also study options to close off the courtyard at night.

Este render muestra lo que podría llegar a ser la experiencia dentro del patio. Esta vista muestra un gran árbol. En el futuro, el equipo de diseño también evaluará las estructuras de sombra adyacentes al vestíbulo y a los espacios comerciales y de cafetería, como se muestra en el diagrama anterior. El equipo también estudiará opciones para cerrar el patio por la noche.

DIALOG

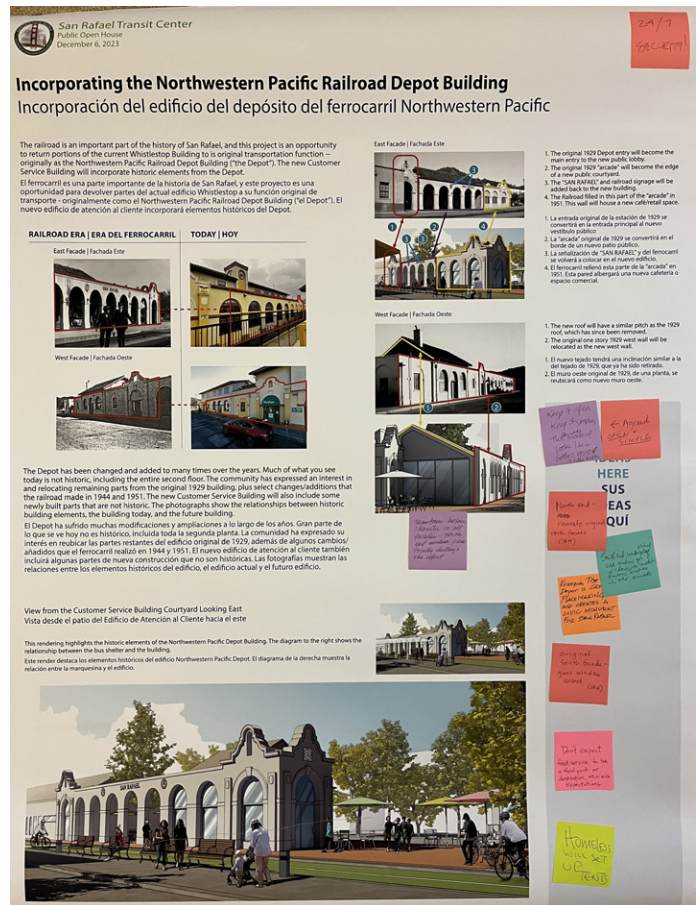
- *More bathrooms. One is not enough. Segregated Male/Female.*
- *Consider the impacts of sea level rise in the design.*
- *Will the bathrooms be open evenings and weekends? It's hard to go all the way from SF to Santa Rosa or West Marin without restroom break.*
- *For the San Rafael train history - keep the full 'scale' of the historical depot, enclose the space shown as courtyard. Keep it as original arcade.*
- *How do you make sure it will not attract the homeless tents.*
- *You better believe that the homeless will set up and they have more rights.*
- *+Washrooms should not be gender-neutral, rather female/male. The more washrooms the better. Need warm water in the washrooms. Needs 3 stalls minimum*

Incorporating the Northwestern Pacific Railroad Depot Building

The project is an opportunity to return portions of the current Whistlestop Building to its original transportation function. The concept of incorporating the historic elements for the Depot to the new Customer Service Building was presented to the public during the Open House.

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.

- *Maintain historic character on all facades - North end modern piece totally destroys the effect.*
- *Keep it open. Keep it simple. This (flying ends) mockup looks like a gothic horror show building*
- *Agreed. Open + Simple.**
- *North end - recreate original north facade (SRH)*
- *South end, under pitched roof add arches for windows to match historic arches in the arcade.*
- *Restoring the Depot is great placemaking and creates a civic monument for San Rafael.*
- *Original South facade - glass window arched (SRH)*
- *Don't expect food service to be a focal point or destination. Minimize expectations.*
- *Homeless will set up tents.*
- *24/7 Security!*



Proposed Plaza Design

The Plaza design concept was presented at the Open House, with key themes coming out of the previous community and CDAG feedback - to create a welcoming, safe, and inclusive space that serves diverse needs.

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

- 24/7 Security!
- In + Out from 4th will not work with traffic already gridlocked. Access/ Egress only from 3rd. Provide drop-off elsewhere
- Taking away Extreme Pizza and 2 affordable apartments for a park that will be occupied by homeless
- +Phone chargers for families to communicate with each other.
- Need to separate public drop-off from taxi and uber/lyft drop-off
- +Drinking fountains
- Drinking water fountains
- The proposed 4th street ingress/ egress for the passenger drop off alley is absurd and will not work. It will block traffic on the street and stack cars in the alley.
- You're taking the Extreme Pizza building for a plaza that will be nothing but a big headache. Forget moms with their babies. It will be homeless with their tents!
- This board has no useful info on the # of bike parking possibilities - useless
- Please ensure that our students and everyone is protected from the rain, the wind and the sun
- Thank you for safe bike storage. How many storage areas will be offered?



- Ensure benches and materials discourage homeless activity
- More trees and planting areas
- Shared public plaza/ gathering area. Larger!
- Loose the courtyard! Restore our Depot and provide more usable tenant space. The Courtyard is a waste of leasable space and maintenance nightmare
- Accommodation for future bike share @ smart station
- +Sycamore trees
- Is this really going to work?
- WTF? Can you cram any more in here?
- Redwood trees would be great
- +Yes, London Plane trees
- Homeless needles, feces, trash
- Homeless tents




- *+Water fountains are needed for drinking (there are many workers ending the day here and have no access to drinking water)*
- *+Clocks integrated in waiting areas.*
- *+Phone chargers*
- *+Chargers for electric bikes*
- *+Seating area should be plentiful and accessible for plus-size folks, and seniors.*
- *+Trees -Sycamore (London Plane) - known to be good in urban areas*
- *+Public locker would be useful*
- *+Public art/murals would be good. The Canal Art are a good group.*
- *+Pavements can incorporate art and commemorate the history through the design.*
- *Security - need security personel (should be bilingual) and security cameras.*

Proposed Canopy Concept - Board #1

Two boards showed concepts for the canopy design east of the SMART tracks. The first board showed building materials and other design concepts considered by the CDAG and other design inspirations.

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.

- *Street trees needed along 4th.*
- *Add curvature to the shelter on Tam. Avenue at the Depot/ Service Bldg.*
- *These wood organic structures are great. (Not the top one though). Curves reflect Civic Center.*
- *Shelter best to cover all the buss pads, esp. the large area (bank site).*
- *Put big trees on north side of 4th and south side of 3rd - to complete strong frame for transit center.*
- *FLW Civic Center arches as reference.*
- *24/7 Security!*



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December 6, 2023

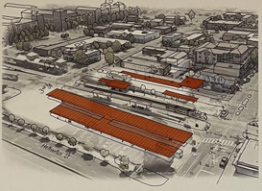
CDAG
12-11-2023

Proposed Canopy Concept | Diseño de Marquesina Propuesto

What We Heard | Lo Que escuchamos

Key Themes from Community Engagement:

- Focus on a positive passenger experience – weather protection, shade, safety, signage. Signage to include real time departures.
- Larger shelters are preferred over smaller ones, but there is also a desire for light and air.
- Frame with trees along adjacent streets. Trees are important, but bus shelters better protect from sun and rain.
- "More than just a bus shelter" – gateway to San Rafael.






Temas clave de la participación comunitaria:

- Centrarse en la experiencia positiva para el pasajero: protección contra la intemperie, sombra, seguridad, señalización. Señalización que incluya salidas en tiempo real.
- Se prefieren las estructuras grandes a los cobijos pequeños, pero también se busca luz y aire.
- Árboles a lo largo de las calles adyacentes. Los árboles son importantes, pero las marquesinas de autobús protegen mejor del sol y la lluvia.
- "Más que una marquesina de autobús": puerta de entrada a San Rafael.

**YOUR IDEAS HERE
SUS IDEAS AQUÍ**

IDEAS
↓

Shelter Materials | Materiales de la Marquesina



The Community Design Advisory Group (CDAG) reviewed several types of materials and design strategies for the bus shelters. The group gravitated towards a large, organic timber structure that is light and airy. The images above were selected as the preferred direction, with the following discussion:



- Wood is reflective of Marin culture and history. Fitting with San Rafael.
- Wood is humanizing and fosters connections with nature.
- Light and airy during the daytime, with electric lighting at night.
- Wood to be used where practical; other materials are also needed, e.g. at person level and where exposed to rain.
- Fire resistance should be considered. Mass timber has natural fire resistive properties.
- The image on the left is more appropriate for Tamalpais Avenue, while the other two are more appropriate for the canopy east of the SMART station.

El Grupo Consultivo de Diseño Comunitario (CDAG) estudió varios tipos de materiales y estrategias de diseño para las marquesinas. El grupo se inclinó por una estructura de madera grande y orgánica, ligera y ventilada. Las imágenes de arriba fueron seleccionadas como la opción preferida, con el siguiente debate:

- La madera refleja la cultura y la historia de Marin. Encaja con San Rafael.
- La madera es humanizadora y fomenta las conexiones con la naturaleza.
- Luminoso y aireado durante el día, con iluminación eléctrica por la noche.
- La madera se utilizará siempre que sea práctico; también se necesitan otros materiales, por ejemplo, a nivel de las personas y donde esté expuesta a la lluvia.
- Debe tenerse en cuenta la resistencia al fuego. La madera maciza tiene propiedades naturales de resistencia al fuego.
- La imagen de la izquierda es más apropiada para Tamalpais Avenue, mientras que las otras dos son más apropiadas para la marquesina al este de la estación SMART.

Bus Canopy Inspiration | Inspiración para las Marquesinas

Once the CDAG identified wood as the preferred material, the design team looked to local influences to help guide the project. Neatly ridge lines and ocean waves both have gently curving forms that inspired the canopy roof design. Marin County & San Rafael's agrarian and logging history inspire tree-like columns to support the canopy roof.


Una vez que el CDAG determinó que la madera era el material preferido, el equipo de diseño se fijó en las influencias locales para orientar el proyecto. Las líneas de cresta cercanas y las olas del océano tienen formas suavemente curvadas que inspiraron el diseño del tejado. Las columnas están inspiradas en la historia agraria y la maderera del condado de Marin y San Rafael.

Proposed Canopy Concept - Board #2

The second proposed canopy concept board showed a design concept based on CDAG comments, with a flowing wood roof over tree-like columns. The roof plan and a shade evaluation study describe approaches to protection from the elements, which is challenging given the street orientation. The concept will continue to evolve through the Preliminary Design phase.

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.

- *Great improvement over previous*
- *Yes - landmark canopy*
- *Assure large trees along Hetherton*
- *+Safety/ Security at all times*
- *+Assistance for disabled persons*
- *The roofing is a great idea for waiting in the rain, like a good bus shelter. Openings should only be for light, (the skylights?)*
- *+Cameras to feel safe*
- *24/7 Security!*
- *+Terminal is used by students who need weather protection (rains, sun, wind). Also seniors*



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2A / 7

SECRET


Proposed Canopy Concept | Propuesta de Diseño de las Marquesinas

The design concept integrates a flowing wood roof over tree-like columns. It curves gracefully over the bus bays, with openings to let in daylight. The project includes new street trees along Hetherton Ave, new vegetation along the SMART station, electronic signage, and bicycle and pedestrian crossings.

The structure will continue to be refined through the Preliminary Design phase.


El concepto de diseño integra un tejado fluido de madera sobre columnas arborescentes. Se curva con gracia sobre las dársenas de autobuses, con aberturas para dejar entrar la luz del día. El proyecto incluye nuevos árboles en las calles de la avenida Hetherton, nueva vegetación a lo largo de la estación SMART, señalización electrónica y pasos para bicicletas y peatones.

La estructura seguirá perfeccionándose durante la fase de diseño preliminar.



View of Transit Canopy - Hetherton and 4th | Vista de las marquesinas de tránsito - Hetherton y Cuarta

Roof Plan | Plano de Techos



1. SMART Station
2. New plants at the base of the SMART platform
3. Bus platform
4. Security kiosk (exact location to be determined)
5. Street trees

1. Estación SMART
2. Nuevas plantas en la base de la plataforma SMART
3. Plataforma de autobuses
4. Quioscos de seguridad (ubicación exacta por determinar)
5. Arbolado urbano

Shade Evaluation | Diagramas de Sombras

Overlapping Shadows June 1
Sombras Superpuestas 1 de Junio

The shade from the roof, the trees located between the SMART station and the bus platform, and the trees on the street, represent a canopy of shade.

La sombra del tejado, los árboles ubicados entre la estación SMART y la plataforma de autobuses, y los árboles en la calle, representan un arbolado de sombra.

June 21, 10 am | 21 de Junio, 10 am

June 21, 10 am | 21 de Junio, 10 am

June 21, 4 pm | 21 de Junio, 4 pm

June 21, 4 pm | 21 de Junio, 4 pm

These shade diagrams of a transit canopy are visual representations that illustrate the distribution and intensity of shade provided by the structure over a specific area during different times of the day.

Los diagramas de sombra de una marquesina de tránsito son representaciones visuales que ilustran la distribución e intensidad de la sombra proporcionada por la estructura sobre un área específica durante diferentes momentos del día.

YOUR IDEAS HERE
SUS IDEAS AQUÍ

Seguridad
+ Todo el
tiempo

24/7 Security!

Cameras
+ Seguridad

+ Seguridad
+ Seguridad


Northwestern Pacific Railroad Depot History

The Northwestern Pacific Railroad Depot Building, often known today as 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.

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 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?

- *Restore This!*
- *This isn't 1929. Get real*
- *24/7 security*
- *The faux historic roofline is scary with the blank windows. Make it simple and open sightlines please.*
- *As an Historian, I love all the NWP Railroad history of the building. Keep the Arches and Tile Roof; Include a NWP Railroad Museum and gift shop to sell NWP/SMART merchandise.*
- *Echo's of the Spanish heritage*




San Rafael Transit Center
Public Office


Road Depot History

ación


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?




• *RESTORE THIS!*



Original east and north sides of the building in the 1930's
Primeros días del 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

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 de la Estación
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.

YOUR IDEAS HERE SUS IDEAS AQUÍ

The faux historic roofline is scary with the blank windows. Make it simple and open sightlines please.

As an Historian, I love all the NWP Railroad history of the building. Keep the Arches and Tile Roof. Include a NWP Railroad Museum and Gift Shop to sell NWP/SMART merchandise.

24/7 SECURITY

This isn't 1929. Get real.

Echo's of the Spanish heritage

DIALOG

Whistlestop Building Today


Similarly, participants were asked to consider the Whistlestop Building as it exists today.

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.

- Please keep the entire building
- 24/7 security!
- Get rid of this eyesore
- Get contractor to look at building for antenna mounting. RF communication will be essential
- +Security - need security personnel (should be bilingual) and security cameras

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?

- Just build new
- Historic character
- We need more a historic sense of the building by keeping more of it, not just pieces
- Tear it all down




San Rafael Transit Center
Public Open House
December 6, 2023

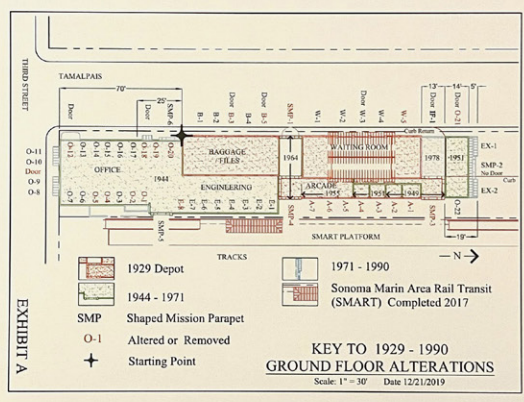
24/7
SECURITY!

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?

Whistlestop Building Today

Edificio del Whistlestop en la Actualidad





**KEY TO 1929 - 1990
GROUND FLOOR ALTERATIONS**
Scale: 1" = 30' Date: 12/21/2019

1929 Depot
1944 - 1971
SMP Shaped Mission Parapet
O-1 Altered or Removed
+ Starting Point

1971 - 1990
Sonoma Marin Area Rail Transit (SMART) Completed 2017

YOUR IDEAS HERE SUS IDEA AQUI

Just build new

Get rid of this eyesore

HISTORIC CHARACTER

Get contractor to look at building for antenna mounting. RF communication will be essential. See attached. Mike Patton PE


We need more historic sense of the building by keeping more of it, not just pieces

Tear it all down

Please keep the entire building

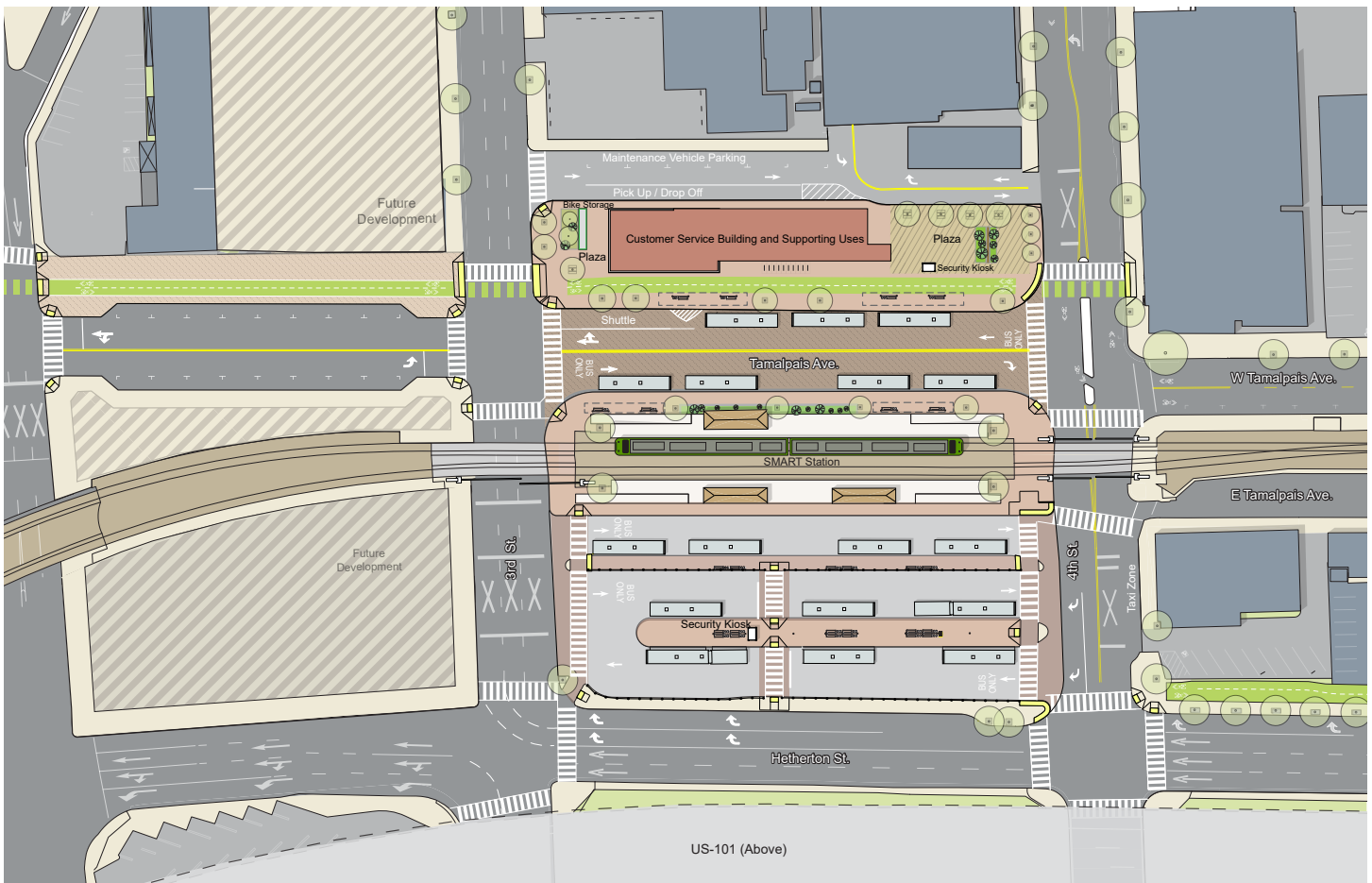
Whistlestop Building
This floor plan shows the sequence of additions to the original 1929 Whistlestop Building.

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



Next Steps

Preliminary Design will continue over the next few months. Final design is anticipated to begin in 2024, pending regulatory processes. Check <https://goldengate.org/SRTC> for future updates.



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



Participants used colored dots to answer questions and post-it notes with written comments.

Canal Alliance Facebook Live Event

In parallel with the Open House, the GGBHTD collaborated with the Canal Alliance to host a Spanish language Facebook Live event on November 30, 2023. Participants were able to both join the event live and also view the recording afterwards from the Canal Alliance's Facebook feed. The recording is available to be viewed at

<https://www.facebook.com/CanalAlliance.SanRafael> by scrolling down to the November 30, 2023 posting.

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

Question:

Will the improvement of the transit station lead to more use of our public transit network? Will it lead to an increase in transit services and more shops around the transit center?

Response:

A public restroom area is foreseen in the new building as well as stores such as a cafe.

Question:

The riders are concerned about the safety of the station. What is going to be done about it? Would there be security cameras?

Response:

Safety is one of our biggest priorities for the transit center. Yes, there will be security cameras. There will definitely be lighting at night – at the larger bus canopies east of SMART, at the smaller shelters on Tamalpais, and at the Customer Service Building. In addition, the project will include two small security kiosks, about 5' by 7' – one in the Tamalpais Ave. plaza and one under the large bus canopies east of SMART.

The design will also include strategies known as "Crime Prevention Through Environmental Design", in which we include design strategies that make crime uncomfortable or impractical for potential offenders. For example, we will maintain visibility across the transit station to the extent possible through measures such as limiting the use of walls at bus shelters and keeping vegetation low to the ground.

Of course, nothing is fool-proof and we still encourage people to be attentive to their surroundings.

Question:

It would be good to have more frequent or direct buses as it is very difficult to get to work.

Response:

A more specific request would be helpful. These can be referred to Marin Transit if appropriate.

Question:

Good afternoon, this is not about the new bus terminal, but because they have cut so many routes while other routes have long wait times (like Smith Ranch Road has buses only going by every hour and this is not good. Only bus 245 enters this street). We should only have to wait 30 minutes [to catch the bus].

Response:

We can refer requests for Canal to Smith Ranch Rd to Marin Transit.

Question:

It would be a good idea to give the drivers some classes on human relations, there are some who greet them out of respect and do not even answer, I do not know if it is racism or bad manners on their part, thank you. Any route one climbs but that happens more with brown people and a few Americans.

Response:

We are focused on design and not driver behavior. This comment will be passed on to new staff responsible for drivers. We hope that a new transit center will help to make for happier bus drivers. We have a new staff person who oversees drivers. This comment will be shared with him.

Question:

How is the bus station moving or phasing from one site to the other?

Response:

We will continue to use the current site, and construction will take place across 3rd St. When the new transit center is completed we will shift everything over to the new one.

Question:

Is this remodeling/upgrade funded by the city, or will the users have to pay for it?

Response:

We are still putting together a funding package. We have gotten some money from what is called Regional Measure 3 Bridge Tolls. We are looking for federal grants. We will sell the land of the current transit center to use towards the cost of the new center. It's all very much in development. The project is being funded in part by the bridge tolls.

Question:

What is going to happen with the Smart, it is causing a lot of congestion, and with this new terminal, I imagine it will be chaos, they should raise these train tracks.

Response:

One of the motivations for the project was to improve bus operations. With the relocation, some of the congestion and inefficiencies that exist now will be partially reduced and somewhat fixed. That said, traffic congestion arises when the population grows. Improving public transportation and its infrastructure, such as the Transit Center, will encourage its use and reduce congestion and inefficiencies. Also, the team is working to improve the pedestrian and bike access to the Transit Center to minimize the congestion problems.

Question:

Will the bus hours stay the same?

Response:

Yes

Question:

Where is the transit center located?

Response:

On the blocks where the existing Whistlestop Building

and Citibank are located, across Third Street from where the current transit center is.

Question:

And what will happen to Whistlestop, will he throw it away?

Response:

The Whistlestop services (now known as Vivalon) are moving to a new site in San Rafael. The historic parts of the building will be moved to the new customer service building.

Question:

Will the bus schedules remain as they are? What will happen with the station during the construction?

Response:

The design team doesn't have jurisdiction over bus schedules, however it is expected that with the new Transit Center the schedules will improve as bus routes become more efficient. Regarding the question about operation during construction, the transit will continue working at the current location before moving to the new location once the construction is complete.

Additional comments:

- *The central space is a good opportunity to have activities open to the public!*
- *It is a bit challenging with this cold!!!!*
- *Thank you for the information*
- *Security cameras*
- *Preservation of original aesthetics on designated historical landmark buildings (such as archways) makes sense sometimes. However, including similar features in new buildings does not make sense from a historical rationale; placing a bronze placard at that site makes sense. The new structures should be designed and built following principles which maximize function and economy. This is achieved by avoiding any inclusion of custom-crafted elements, such as archways. This same conclusion was reached during the replacement of structures on the College of Marin campus in Kentfield. Vanity projects have no place in projects which are paid for using public funds. All materials used to construct the transportation center should be readily-available, mass-produced construction supplies. The sensibility of doing so becomes evident when repairs, maintenance, and replacement items (especially glass) are needed.*



SAN RAFAEL TRANSPORTATION CENTER

Relocation Analysis, Environmental Clearance, and Preliminary Design



Bienvenida y Presentaciones

comentario que acaba de hacer Cris,

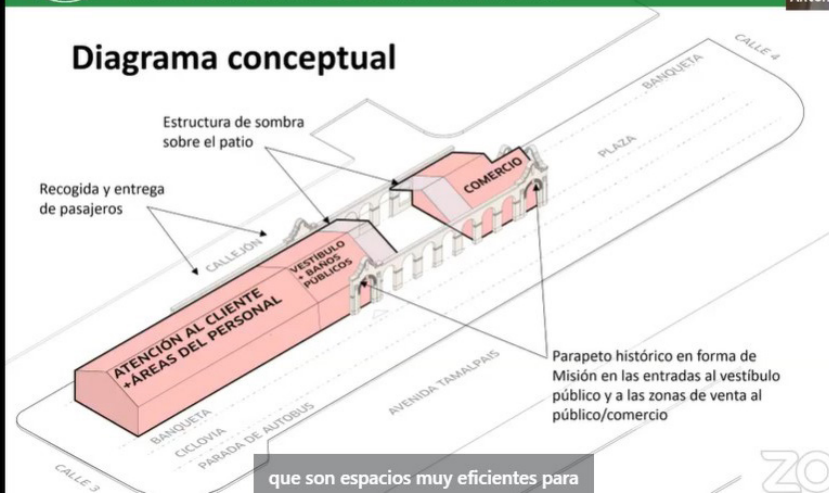


SAN RAFAEL TRANSPORTATION CENTER

Relocation Analysis, Environmental Clearance, and Preliminary Design



Diagrama conceptual



que son espacios muy eficientes para



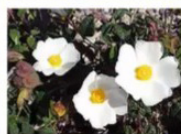
SAN RAFAEL TRANSPORTATION CENTER

Relocation Analysis, Environmental Clearance, and Preliminary Design



Temas clave de la participación comunitaria en el diseño de la plaza

- La plaza debe ser activa, con una cafetería y otros usos comerciales
- Espacios para pasar tiempo con amigos y familiares
- Bancas y otro tipo de asientos
- Árboles de sombra y diversidad de plantas
- Acceso para bicicletas con estacionamientos de corta y larga duración
- Inclusivo y accesible
- Materiales cálidos, como la madera y el ladrillo



bien utilizada sino por este



