

SAN RAFAEL TRANSIT CENTER PUBLIC OUTREACH, COMMUNITY OUTREACH ROUND #2

Summary of Outreach Activities

June – July 2018

As part of the 2nd round of community outreach performed for the San Rafael Transit Center (SRTC) Project, the team conducted several activities to obtain community input on proposed concepts and project purpose & need. The four concepts reviewed with the community were the *Two-Story*, *Across the Freeway*, *4th Street Gateway*, and the *Whistlestop Block*. Feedback was received throughout this process from the following avenues:

- Comments provided at the June 12th Community Meeting
- Online survey responses
- Two pop-up events in the Canal Neighborhood
- Letters and e-mails from the public and community organizations

This section summarizes the feedback received from the public for each of the four concepts. The rest of this document summarizes in greater detail the feedback received in each of the different outreach activities conducted during the 2nd round of community outreach.

Two-Story Concept

Generally, community members liked that this concept concentrates pedestrian activity on one block, and that it provides good access to downtown San Rafael. This concept also garnered the largest number of negative reactions on the online survey and the second largest number of negative reactions at the community meeting, largely due to the following reasons:

- Concerns about security at a site where vertical circulation and other structures reduce visibility
- The high cost of the concept, relative to the other three
- Concerns about the aesthetics of a two-level structure

This concept was also viewed negatively by many of the letters and e-mails received.

Across the Freeway Concept

Community members liked that this concept connects east and west San Rafael. Many people also liked that this concept uses space that would otherwise be inactive or underutilized. The largest concern with this concept by far was that it requires many pedestrians to cross Hetherton Street, which is high-volume street with pedestrian safety challenges. Others expressed concerns about the security

and aesthetics of the space under the freeway, and the long walk times that it would require of transit users to walk from one end of the transit center to the other. Additional concerns were raised regarding the loss of existing public parking. This concept had by far the most number of negative comments on things that people didn't like or wanted to change at the community meeting.

Whistlestop Block Concept

This concept generally received the most favorable reaction from the community, consistent across all outreach activities. Community members liked that this concept consolidates most transit activity in one block, allowing for easier transfer activity and reducing pedestrian crossings of busy streets. They also like this concept's proximity to SMART and downtown San Rafael.

A consistent concern that community members had with this concept was the three bays proposed to be located curbside on 3rd Street. Many people suggested that these bays should be moved elsewhere, either due to concerns that these bays would be too far away from the rest of the transit center, or because of the potential impacts to traffic on 3rd Street. There were relatively few negative comments on other aspects of this concept.

4th Street Gateway Concept

This concept generally received the second-most favorable reaction from the community after the Whistlestop Block concept. Community members liked that this concept seemed to be ideal for bus operations and its potential to provide public amenities such as gateway elements or gathering space. They also liked that this concept would move pedestrian activity away from the intersection of 3rd Street and Hetherton Street.

Along with the Whistlestop Block Concept, this concept had the fewest number of negative comments at the community meeting. The greatest concerns with this concept were its impacts on traffic (both through the elimination of southbound right-turns onto 4th Street and the added pedestrian traffic across 4th Street), concerns over pedestrian safety due to the added volume of transit users crossing 4th Street, and concerns over placing large bus driveways on both sides of 4th Street.

Summary of Community Meeting

Tuesday June 12, 2018

The Golden Gate Bridge, Highway and Transportation District (District) hosted a community open house on Tuesday June 12th, 2018 from 5:30-7:00 p.m. to discuss the San Rafael Transit Center Project. The meeting was held at the Whistlestop facility at 930 Tamalpias Street in San Rafael. Approximately 60 community members and transit users attended the meeting.

District Project Manager Ray Santiago welcomed the attendees. In addition, District representatives Denis Mulligan, Mona Babauta, Ron Downing, Ray Santiago, Dana Fehler, and Paolo Cosulich-Schwartz were in attendance and interacted with the attendees before, during and after the meeting. The PowerPoint presentation was given by the consultant team Project Manager Adam Dankberg of Kimley-Horn. The meeting was facilitated by Lisbet Sunshine of Civic Edge Consulting. Consultant Team members Jake Hermle and Greg Kyle of Kimley Horn; Kate Howe and Steve Line of VIA Architecture; and Lisbet Sunshine and Kate Fratar of Civic Edge Consulting staffed various stations and were also available to answer questions and take input regarding the project. Marin Transit General Manager Nancy Whelan, City of San Rafael Mayor Gary Phillips, and City staff Paul Jensen, Bill Guerin, and Lauren Davini also attended the meeting.

This meeting was part of the second round of public engagement regarding this planning effort. The primary purpose of the meeting was to share four concept proposals for a new transit center and receive feedback from the public on those concepts.

The meeting was advertised through a wide variety of means including: mailed postcards; e-Blast; social media advertisements; print advertisement; website; NextDoor; and electronic newsletters. Community leaders also assisted in spreading the word.

The following summary of the meeting was prepared by Kimley-Horn.

Open House Summary: The meeting started at 5:30 p.m. There were interpretation services for Spanish language speakers available at the meeting. When asked about the meeting notification methods, approximately ten percent (10%) of attendees said the postcard notice was how they found out about the meeting. NextDoor was acknowledged as another way attendees found out about the meeting as about twenty-five (25%) percent of those in attendance noted. Approximately ten percent (10%) said they found out about the meeting through word-of-mouth. Thirty (30%) percent said they were notified via e-mail. Ten (10%) percent said they were notified through other means.

A PowerPoint presentation was given by the consultant team Project Manager Adam Dankberg of Kimley-Horn to orient the attendees to the purpose of the planning effort and existing conditions and trends related to transit ridership and use of the San Rafael Transit Center. Contents of the presentation included:

- The purpose of the planning effort
- Existing conditions and trends in transit ridership and use at the transit center
- A recap of the feedback received in the previous round of outreach, including the March 20th open house and online survey
- Introduction of the project Purpose & Need statement, an official document as part of the environmental process
- Explanation of the process and criteria used to develop the four proposed transit center concepts
- Description of the four proposed transit center concepts
- Description of the feedback activity and stations
- Next steps and public feedback opportunities

The team members also made several announcements about the availability of the on-line survey that requests similar input as the stations at the open house. The community was asked to spread the word and encourage people to take the survey. There was no formal question and answer period that followed the presentation, instead people were encouraged to stop at the stations and interact with staff and leave their input on a variety of topics.

A handout was distributed that included graphics of the four concepts and some preliminary pros and cons of each concept. The handout was available in English and Spanish. Attendees were notified that the presentation, the boards, the handout, and fact sheet would be available on the District website the following day.

The stations, their themes, and the feedback received at them are described below.

Specific Station Feedback:

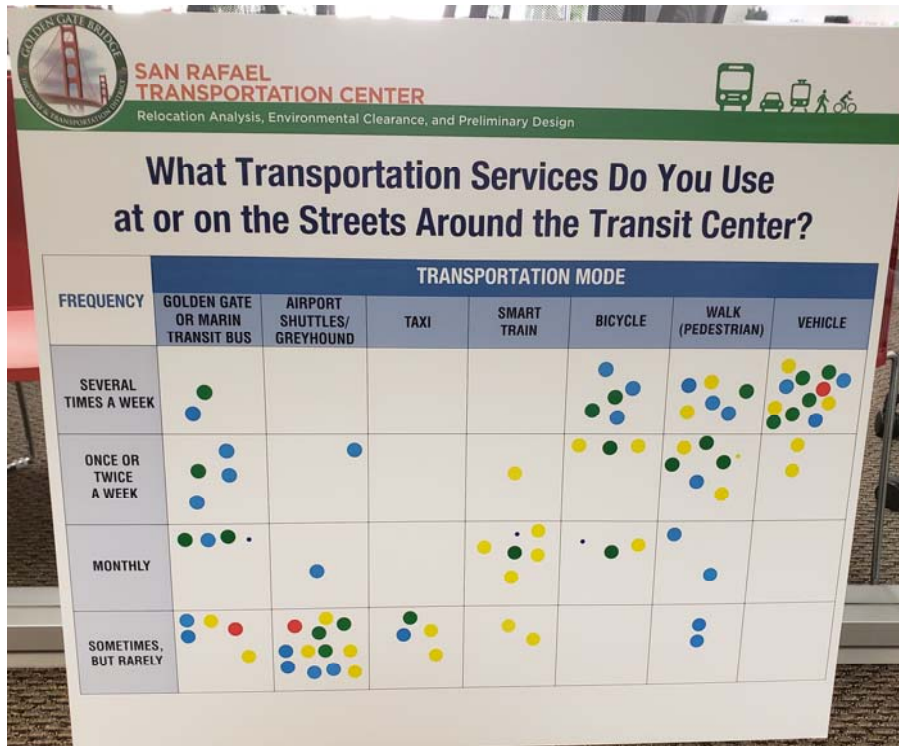
Station #1 – Who Are You?

This station included a series of boards in which attendees provided the following information about themselves:

- What transportation services do you use at or near the transit center?
- How do you relate to the transit center?

Attendees provided responses by placing dots on the two boards. Their responses are tabulated and summarized below.

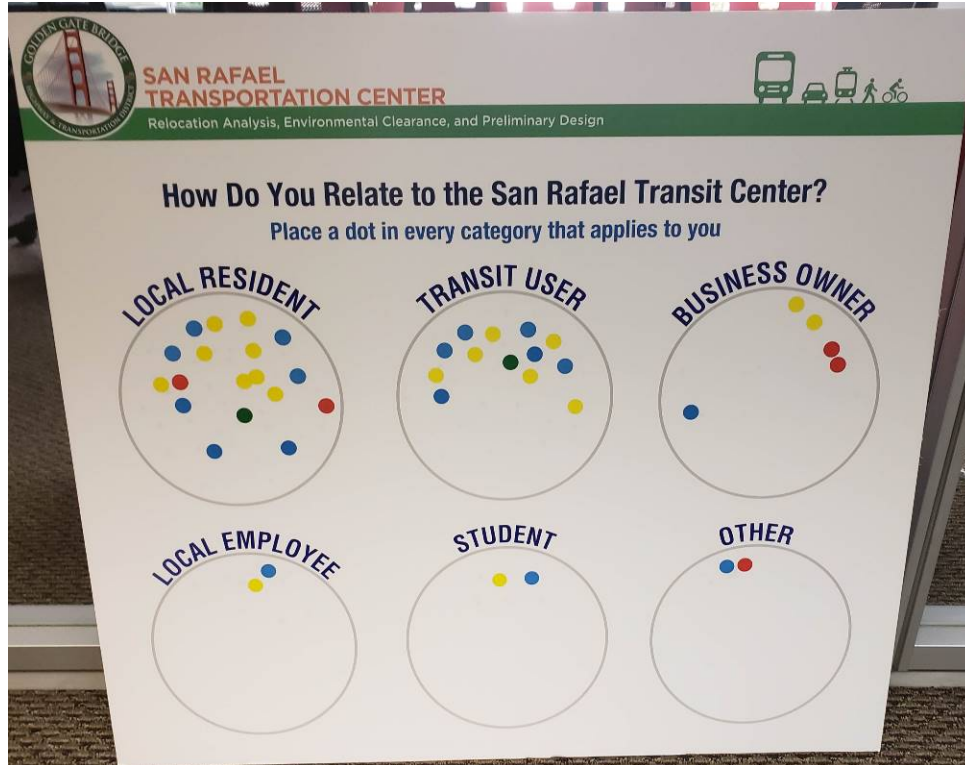
What Transportation Services Do You Use at or Near the Transit Center?



Attendees were asked to indicate how frequently they used various forms of transportation at the transit center, including Golden Gate/Marin Transit buses, Airport Shuttles/Greyhound, Taxis, SMART, bicycling, walking, and driving. The responses are summarized below.

Frequency	Services						
	Golden Gate or Marin Transit Bus	Airport Shuttles/ Greyhound	Taxi	SMART Train	Bicycle	Walk (Pedestrian)	Vehicle
Several Times a Week	2	0	0	0	5	6	12
Once or Twice a Week	4	1	0	1	3	7	2
Monthly	3	1	0	6	3	2	0
Sometimes But Rarely	5	12	4	2	0	2	0


How Do You Relate to the Transit Center?




Attendees were asked to indicate how they related to the transit center by placing a dot in one of six circles. Attendees placed dots in every category that applied to them. The results are shown below. The two most represented categories were local residents and transit users.

How Do You Relate to the San Rafael Transit Center?					
Local Resident	Transit User	Business Owner	Local Employee	Student	Other
18	13	5	2	2	2

Station #2 – Concepts Removed from Consideration

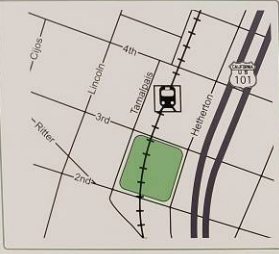


**SAN RAFAEL
TRANSPORTATION CENTER**
Relocation Analysis, Environmental Clearance, and Preliminary Design



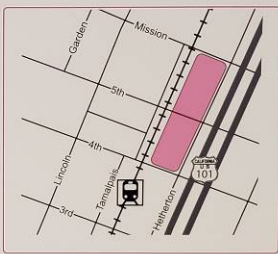
Concepts Removed from Consideration

Existing Transit Center Site



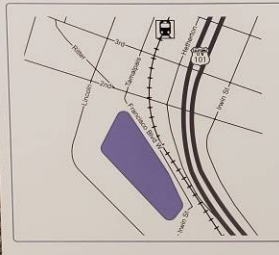
The existing site was considered as a potential long-term solution, as it would not require any property acquisition; however, the construction of SMART double tracks in the center of the transit center eliminates the existing Platform C and reduces the capacity and operational functionality of the site. In addition, it is separated from the SMART station by 3rd Street, a congested and auto-oriented roadway.

4th to Mission




Utilization of the block bound by Mission Avenue, Hetherington Street, 4th Street, and the SMART Tracks was proposed as part of the previous Relocation Study. This concept would require the closure of 5th Avenue to auto traffic. Although this concept had the benefits of having all bus operations on one block, it was removed from consideration because the closure of 5th Avenue was considered infeasible by the City.

Glass & Sash Site



This location was considered due to its proximity to the existing transit center and the potential feasibility of using the land. It was removed from consideration due to the significant operational challenges of accessing the site; since most buses are going to/from the freeway, Downtown, or the Canal, all bus traffic would have to be diverted significantly in order to access the transit center. This location would also require pedestrians to cross both 2nd and 3rd Street to reach Downtown San Rafael. In addition, the SMART Tracks will be located between Francisco Boulevard and US-101, precluding relocation of the downtown SMART station.

Under the Freeway Consolidated



This option was considered due to its potential to bridge the eastern and western portions of Downtown San Rafael, and its relatively lower level of private property acquisition. It was ultimately removed from consideration because the capacity of this site would not be sufficient due to the placement of freeway columns, and concerns over safety and aesthetics for bays directly under the freeway, and anticipated impacts to the creek.

This station showed the transit center concepts that the project team investigated but ultimately removed from consideration for assorted reasons. The concepts removed from consideration include the following:

- Existing Transit Center Site
- 4th to Mission
- Glass & Sash Site
- Under the Freeway Consolidated

Station #3 – Purpose & Need and Design Considerations

SAN RAFAEL TRANSPORTATION CENTER
Relocation Analysis, Environmental Clearance, and Preliminary Design

Purpose & Need

Project Purpose:

- Provide improved transit connectivity and ease of use in and around downtown San Rafael.
- Enhance local and regional transit use by bringing together multiple modes of the transportation network--including the SMART-bus connection--into a hub which affords transit users the safest, most efficient means of using bus and rail services.
- Efficiently accommodate transit users and services and reduce operating costs and improve transit desirability.
- Design a functional, attractive, cost-effective facility that can meet long-term projected service levels and be implemented in an expeditious manner, so as to minimize the period of use of the interim facility.
- Provide a transit facility that is readily accessible to individuals with disabilities, transit users, and transit dependent populations, including those with low incomes.
- Provide a secure, safe, and inviting space for transit patrons.
- Create a more accessible transit facility for all users by reducing vehicular, rail, bicycle, and pedestrian conflicts and improving safety.
- Provide convenient, pedestrian connections to surrounding land uses.

The SRTC project is needed for the following reasons:

- To preserve and enhance the functionality and effectiveness of the transit center following the implementation of the SMART Phase 2 line to Larkspur and the resulting loss of some of the transit center facilities.
- A new transit center solution in downtown San Rafael would address near-term and long-term transit needs while improving the desirability and usability of transit for both local residents and regional commuters.
- It would also, to the extent feasible, minimize traffic congestion and facilitate smooth transit operations while also promoting pedestrian safety.

Design Considerations

The following considerations will guide design efforts:

- Create a welcoming, attractive, memorable, vibrant place for all users that reflects San Rafael's history and culture, and enhances the city's economy.
- The site should serve as a "gateway" to Downtown San Rafael.
- Maximize the vitality of 4th Street.
- Design the site for safety, incorporating best practices of crime prevention through environmental design, including space for security staff and extensive lighting.
- Provide convenient pedestrian and bike connectivity to surrounding destinations, including Downtown San Rafael.
- Accommodate transit operations (including Greyhounds and airport shuttles) with at least 17 bus bays.
- Position bus platforms so that they can be easily accessed from the direction they are approaching, reducing bus traffic on local streets.
- Provide for transfer activity (for both bus-to-bus and bus-to-SMART transfers) to occur within the pulse window.
- Create high quality waiting areas.
- Reduce conflicts between pedestrians, vehicles, and bikes.
- Provide adequate space for customer service.
- Provide safe and secure bike parking.
- Designate a nearby location for pick-up/drop-off activities, including taxis and Transportation Network Companies (e.g. Uber, Lyft).
- Provide flexibility for current and future fleet sizes and characteristics
- Develop access to transportation services through universal design, with a focus on accessibility, wayfinding, and safe and clear paths of travel.
- Provide weather-protected and comfortable accommodations and amenities for transit riders, pedestrians and bicyclists.

The left side of the board at this station summarized the project's Purpose & Need statement, which is an official document as part of the environmental process.

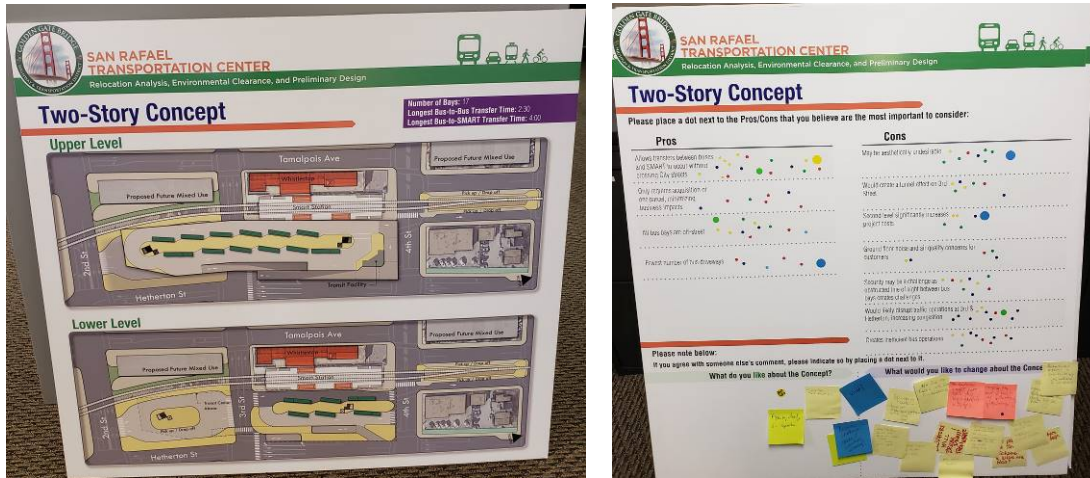
The right side of the board at this station summarized some of the design considerations that the project team took into account when developing the concepts shown at the meeting.

Station #4 – Potential Urban Design Element Examples



This station showed attendees a set of potential design elements that could be included in a new transit center. These were intended to complement the four concept stations to show attendees more concrete examples of what a new transit center might look like.

Station #5 – Two-Story Concept



This station consisted of two boards: one showing a graphical representation of the Two-Story Concept, and another listing pros and cons of the concept and soliciting open-ended feedback. The Two-Story Concept utilizes the site to the east of the Downtown San Rafael SMART station as the ground floor of a two-story transit center. To provide enough bus bays to accommodate bus operations, the upper level would span 3rd Street. All buses would enter and exit the transit center from the site east of the SMART station.

Attendees were asked to place dots next to the pros and cons that they felt were most important. Below are the results from the pros/cons exercise.

Pros	Total Dots
Allows for transfers between all buses and SMART to occur without crossing City streets	18
Only requires acquisition of one parcel and less business impact	7
All bus bays are off-street	11
Fewest number of bus driveways	6
Cons	Total Dots
Maybe asthetically undesirable	7
Would create a tunnel effect on 3rd Street	7
Second level significantly increases project costs	6
Ground floor noise and air quality concernce for customers	5
Security may be a challenge as obstructed line of sight between bus bays creates challenges	9
Would likely disrupt traffic operations at 3rd & Hetherton, increasing congestion	11
Creates inefficient bus operations	10

Additionally, attendees were asked to provide open-ended feedback on post-it notes, indicating what they liked about the concept, or what they would change about it. The responses to these prompts are listed below. Attendees were also asked to place dots next to any of the open-ended comments that they agreed with – these are noted with a (+1) marker.

What do you like about the concept?

- Don't like.
- Aesthetic Challenge! Make it something pleasing!
- Freeway already eyesore.
- Could be most beautiful.
- Wind?

What would you like to change about the concept?

- May attract homeless.
- Elevators will break down. Then what?
- Long walk from furthest south bus bay to SMART station.
- Elevators break, how can challenged passengers get to 2nd level. (+1)
- Visual impacts to downtown San Rafael.
- Too expensive & might not need this big a facility in 20 years.
- Could be the best if built with aesthetically pleasing design. (+1)
- Pedestrian access to over crossing 3rd & Heatherton too dangerous. This looks very expensive, and creates darkness on the streets. Vote no.
- Queue City buses entering/exiting. Delays & missed connectivity.
- Escalators would help.
- Operations and maintenance costs for elevators.
- Dark on first floor not inviting safety issues.
- No 2nd right turn onto 3rd from Heatherton.
- No plaza in this scheme. Where are the bikes?

In addition to the pros/cons exercise and written-in feedback on the boards, the following comments were received by consultant staff at the station:

Positives:

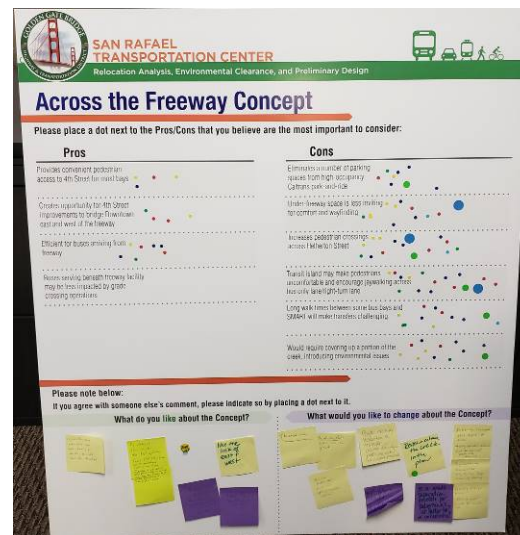
- Has good potential if the structure can be well designed architecturally
- Liked the fact that most buses (transit riders) are out of sight
- Liked having a single platform that reduces pedestrian conflicts crossing bus lanes

- Thought having most buses exiting onto Hetherton at 2nd and directly to SB 101 would help traffic downtown

Concerns

- Perceived poor passenger environment under the deck
- Size of structure
- Pedestrian safety issues crossing 3rd to get from the island at the current site to the ground level between 3rd and 4th
- Think elevators will be a problem like BART's, both in terms of maintenance, attracting homeless, and being abused
- Didn't like having the drop off area between 2nd and 3rd taking up the whole site
- Thought buses waiting to go up the ramp during pulses would backup across 4th

Station #6 – Across the Freeway Concept



This station consisted of two boards: one showing a graphical representation of the Across the Freeway Concept, and another listing pros and cons of the concept and soliciting open-ended feedback. The Across the Freeway Concept utilizes the site to the east of the Downtown San Rafael SMART station, plus the northern portion of the block bound by Hetherton Street, 4th Street, Irwin Street, and 3rd Street, including space under the freeway. The under-freeway space would be used to allow buses to circulate to and from Hetherton Street.

An alternate version of this concept was also shown at this station – the “Hetherton Shift” option. This variation would shift Hetherton Street to the west to allow for a transit island to be built on the east side of Hetherton Street, allowing for buses going to and from southbound Highway 101 to stop at the transit center without having to make additional turns.

Attendees were asked to place dots next to the pros and cons that they felt were most important. Below are the results from the pros/cons exercise.

Pros	Total Dots
Provides convenient pedestrian access to 4th street for most bays	4
Creates opportunity for 4th Street improvements to bridge Downtown east and west of the freeway	4
Efficient for buses arriving from freeway	7
Buses serving beneath freeway facility may be less impacted by grade crossing operation	0
Cons	Total Dots
Eliminates a number of parking spaces from high-occupancy Caltrans park-and-ride	8
Under-freeway space less inviting for comfort and wayfinding of users	12
Increases pedestrian crossings across Hetherton Street	15
Transit island may make pedestrians uncomfortable, and encourage jaywalking across bus only lane/right-turn lane	16
Long walk times between some bus bays and SMART may result in patrons missing connecting bus or train	12
Would require covering up a portion of the creek, introducing environmental issues	12

Additionally, attendees were asked to provide open-ended feedback on post-it notes, indicating what they liked about the concept, or what they would change about it. The responses to these prompts are listed below. Attendees were also asked to place dots next to any of the open-ended comments that they agreed with – these are noted with a (+1) marker.

What do you like about the concept?

- Original bus stop from 1970 was under freeway on 4th. This did work for decades.
- Don't like.
- By default this may be the best option. Favor 2nd story plan yet I understand cost is an issue. Whiststop is OK but on wrong block. Continue to current location to Lincoln best with lost acquisition & construction costs.

- Like the link of East & West.
- Less bus traffic on 4th St.
- Easy access for Canal residents & High School students.

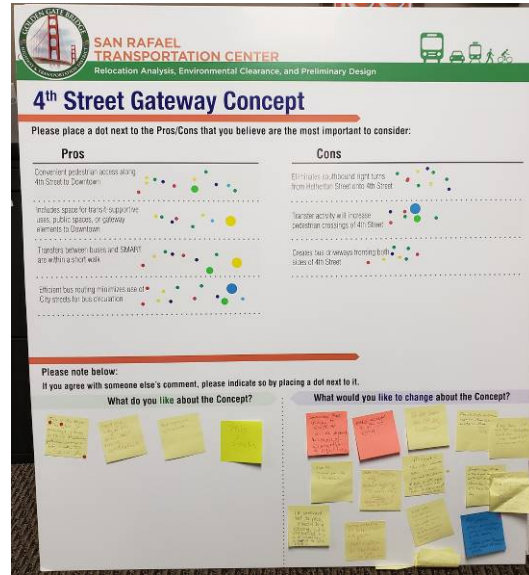
What would you like to change about the concept?

- People crossing Heatherton to transfer or access downtown freaks me out! High accident potential.
- This concept sucks.
- Heatherton shift idea not so great.
- Extremely concerned about disposal of buses. Long transfers distances hard for seniors/people with disabilities.
- Not future oriented. A white elephant.
- Is a grade separation possible for pedestrians at Heatherton? Or unrealistic?
- Restrict entrance to the Creek in the plan.
- Segregation - Who will be using the bus bays across from the freeway?
- Freeway a huge barrier. Dark at night, unsafe for women, etc.

In addition to the pros/cons exercise and written-in feedback on the boards, the following comments were received by consultant staff at the station:

- Some positive feedback regarding that this concept may allow for a more optimal routing pattern for buses on 101
- Lots of concern about pedestrians having to cross Hetherton to get between the bays. People feel that Hetherton is busy and fast and there have been fatalities crossing Hetherton
- Several questions about using the Whistlestop building for transit uses, including some inquiries into moving the building to the other side of Tamalpais
- Not much feedback about the Hetherton shift specifically – although some concern about the additional right-of-way need for it
- Most people indicated that it was not their favorite option due to the pedestrian connections

Station #7 – 4th Street Gateway Concept



This station consisted of two boards: one showing a graphical representation of the 4th Street Gateway Concept, and another listing pros and cons of the concept and soliciting open-ended feedback. The 4th Street Gateway Concept utilizes the two blocks bound by 3rd Street, Hetherton Street, 5th Avenue, and the SMART tracks; 4th Street would remain open to vehicle traffic, but southbound right-turns from Hetherton Street to 4th Street would be precluded. Attendees were asked to place dots next to the pros and cons that they felt were most important. Below are the results from the pros/cons exercise.

Pros	Total Dots
Convenient pedestrian access along 4th Street to Downtown, where many transit users walk to or from	11
Includes space for transit-supportive uses, public spaces, or gateway elements to the Downtown	8
Transfers between buses and SMART are within short walk of each other	9
Efficient bus routing minimizes use of City streets for bus circulation	12
Cons	Total Dots
Eliminates southbound right turns from Hetherton Street onto 4th Street	10
Transfer activity will increase pedestrian crossings of 4th Street	7
Creates bus driveways fronting both sides of 4th Street	8

Additionally, attendees were asked to provide open-ended feedback on post-it notes, indicating what they liked about the concept, or what they would change about it. The responses to these prompts are listed below. Attendees were also asked to place dots next to any of the open-ended comments that they agreed with – these are noted with a (+1) marker.

What do you like about the concept?

- This sucks.
- Could integrate well with community.
- Providing entry to 4th street new housing alternatives.
- This is the best alternative. It provides a good gateway to 4th street. It reduces pedestrian crossings on busy streets. This is the one! (+3)

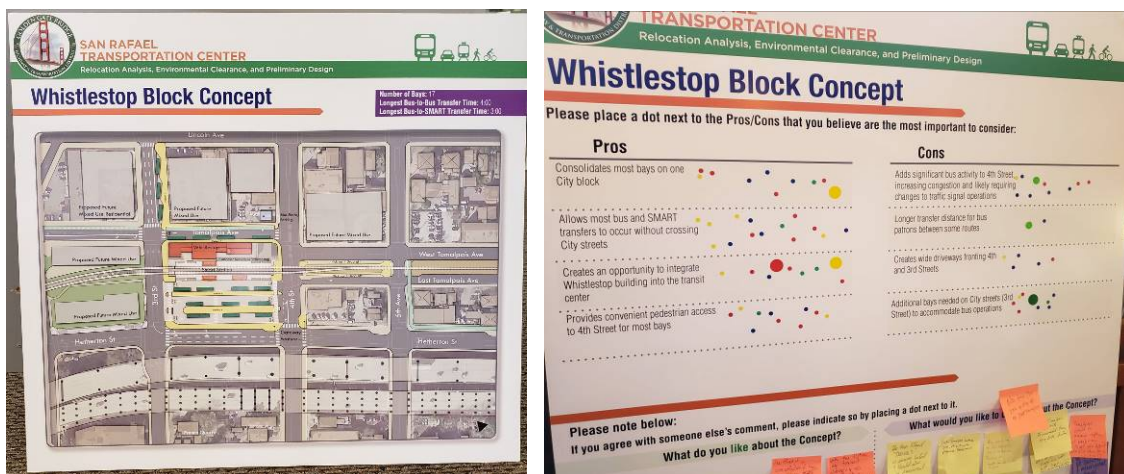
What would you like to change about the concept?

- Too much political/internal group opposition to succeed.
- Could work, but there are safety concerns with people running across 4th St. to make connections especially if buses are late.
- Put public plaza between SMART station & buses. Move green "gateway" to be next to bike path. (+1)
- Eventually make 4th St. a bicycle ped blvd. with self driving cars. (+1)
- 4th street is the City's bikeway now. I'm really concerned the division of bikes to 5th is bad for 4th St. Continue for bikes and buses crossing 4th introduces danger. (+1)
- I'm concerned that the plaza, instead of being welcoming, will be uninviting. It's a bit unrealistic with all the noise & traffic.
- Horrible. Screws up 4th street traffic.
- Widen entrance to 4th street and put public plaza at Tamalpais end, not at Heatherton.
- Make 4th ped/bus only. Redivert traffic to 5th. Widen car traffic lane. Move Thursday market closer to traffic.
- Concerned that access to fourth street will be impacted because of elimination of right turn.
- Make access to 4th street easy.
- Do not demo the 5th Ave Victorians.
- Keep buses off 4th street - bike/ped corridor. Use 3rd & 5th for access exit.
- Con of eliminating right turns from Heatherton to 4th is a Pro.
- 4th street is the bike corridor & ped zone buses would intrude with this version without much options to change that.

In addition to the pros/cons exercise and written-in feedback on the boards, the following comments were received by consultant staff at the station:

- Concern over buses mixing with bikes on 4th Street or forcing bikes to be rerouted from 4th Street, which is considered the City's priority corridor for bikes.
- Concern that a plaza along Hetherton Street would not be a hospitable place.
- Concern over eliminating southbound right-turns from Hetherton to 4th Street, although there was general consensus that, if right-turns have to be eliminated at any location, 4th Street would be the least disruptive.
- Support for emphasizing pedestrians along 4th Street.
- Several people indicated this was their favorite concept.

Station #8 – Whistlestop Block Concept



This station consisted of two boards: one showing a graphical representation of the Whistlestop Block Concept, and another listing pros and cons of the concept and soliciting open-ended feedback. The Whistlestop Block Concept utilizes the block bound by 3rd Street, Hetherton Street, 4th Street, and Tamalpais Avenue; the same block as Whistlestop and the Downtown San Rafael SMART station. As part of this concept, Tamalpais Avenue would be closed to vehicle traffic and be converted to a northbound-only, bus-only street between 3rd and 4th Streets. In addition, three curbside bays would be located on the north side of 3rd Street between Tamalpais Avenue and Lincoln Avenue. Attendees were asked to place dots next to the pros and cons that they felt were most important. Below are the results from the pros/cons exercise.

Pros	Total Dots
Consolidates most bays on one City street block	10
Allows for transfers between most buses and SMART to occur without crossing City streets	13
Creates an opportunity to integrate Whistlestop building into the transit center	9
Provides convenient pedestrian access to 4 th Street for most bays	10
Cons	Total Dots
Adds significant bus activity to 4 th Street, increasing congestion and likely requiring changes to traffic signal operations	10
Creates wide driveways fronting 4 th and 3 rd Streets	5
Some additional bays needed on City streets (3 rd Street) to accommodate bus operations	8
Longer transfer distance for bus patrons between some routes	2

Additionally, attendees were asked to provide open-ended feedback on post-it notes, indicating what they liked about the concept, or what they would change about it. The responses to these prompts are listed below. Attendees were also asked to place dots next to any of the open-ended comments that they agreed with – these are noted with a (+1) marker.

What do you like about the concept?

- Additional buses out on 3rd is a big plus not negative.
- Most buses don't require crossing City streets.
- SB TH & RT on Heatherton is needed.
- Like that it is consolidated on one block.
- With the future of transit changing so rapidly, this concept provides the most flexibility to accommodate innovative change.
- This concept allows for pulling out bus bays as the need for large buses gets reduced and then you can provide more micro transit and shares mobility opportunities.
- Compact close transfers to SMART.
- This one looks the cheapest, and keeps pedestrian crossings OFF busy streets. It will have a negative impact on 3rd St.
- Go West from current transit center not from a block up.
- Best to go West to Lincoln incase expansion room for transit.

What would you like to change about the concept?

- Tamalpais needs to remain open but maybe in 5-10 years we won't need it for bus bays.
- Pick-up/drop off is unrealistic b/c isolated & interrupted by truck.
- Rather than curb bays on 3rd & Tamalpais, buy the block with the whistle stop lot. See Trans Def letter.
- Yes, smaller electric shuttles west toward Fairfax/west Marin
- Maybe be able to fit Marin Airporter or Greyhound buses across the street - different markets, people plan their trips.
- Use area between SMART/3rd/2nd (Plat D) instead of 3rd St. bays.
- Demolish Whistlestop or move it across the street.
- Make Tamalpais between 3rd & 4th a bicycle pedestrian boulevard.
- Any possibility to have two-way transit traffic on Tamalpais Ave.? Maybe bays for smaller shuttles.
- Tamalpais on west side to accommodate bays going both directions.
- 4th St. is City's through bike way. Sending bikes to 5th & Heather is likely not safe. 5th is not usable through bike traffic on 4th. If bikes can be protected on 4th East and West, this could be a good thing.
- I don't want TNC's & taxis anywhere near a bike path. They behave much differently than residents who are picking up and dropping off passengers on Tamalpais and are not a problem to bikes the way taxis are.
- Widen 4th St. entrance across the street.
- The taxi stand "Trevors" is survey listed & should also be preserved.
- No Taxi/TNC pick up/drop off on west Tamalpais.
- Not all buses are large, for example, little shuttles to west Marin or north San Rafael. The bus bays for those can fit on 3rd St./4th St. just west of the tracks.
- Possible put another bus bay on Heatherton just south of 4th St. this would eliminate need to have three bus bays on 3rd west of Tamalpais.

In addition to the pros/cons exercise and written-in feedback on the boards, the following comments were received by consultant staff at the station:

- Various attendees suggested alternate locations for the three bays shown on 3rd street
- Generally, most attendees were OK with closing Tamalpais between 3rd and 4th. A couple of attendees were opposed to it and felt that too many turn lanes have been taken away recently and have resulted in worsening traffic in the downtown

- People liked that the concept keeps most everything on one site
- This concept was viewed favorably because it does not require crossing of any big streets, especially 3rd Street
- Various people generally commented that space should be flexible to allow for microtransit/TNCs/connected vehicles in the future

Comment Cards

The following written comments were received on the comment cards provided at the meeting:

Under project purpose, enhance local and regional transit should be #1 over provide improved transit connectivity
Please consider flexibility in facilities & stops as transit is changing dramatically. Micro transit is growing; shared mobility services are taking transit riders away from buses. The need for large buses may be reduced dramatically in the next several years. Is there a way to build for re-allocation of space as the need for large buses is reduced & the need for providing space for A.V.'s & shared mobility/microtransit increases? Thanks!
Part of the existing transit should be incorporated into the new design. Start over

Photos from the community meeting can be found in Appendix A.

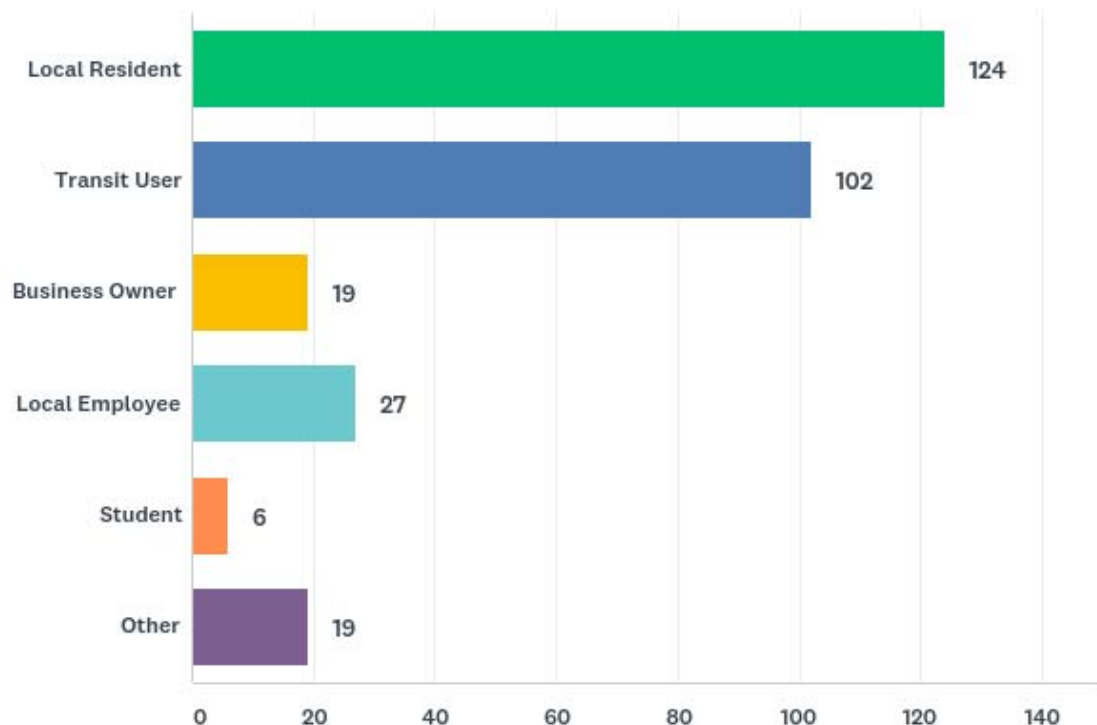
Summary of Online Survey Responses

Monday, June 11, 2018 – Monday, July 16, 2018

An online survey was initiated beginning with the Community Meeting on June 12th, 2018, and made available through July 15th, 2018. The online survey was advertised through a wide variety of means, including at the community meeting, on the project website, articles in the Marin Independent Journal, a presentation made to the San Rafael Federation of Neighborhoods, direct e-mail correspondence at the project e-mail address, and a variety of e-blasts and newsletters from participating agencies and engaged community organizations. The survey was available in both English or Spanish through SurveyMonkey.

The survey had ten questions with 187 responses recorded for the questions. All the responses were submitted in English. Out of the 187 total responses, 90 respondents left their name and 104 left their emails indicating their interest to receive further updates on the project. Not all respondents answered every question.

One of the questions was aimed at determining the relation of the respondent to the Transit Center. A total of 172 people responded to the question and their responses can be seen below (multiple responses were allowed):



The “other” responses included retirees, former and future residents, an urban planner, people working in the transportation field, Novato residents, and bicyclists.

The survey also included an optional question asking respondents for their name, email address, and if they had any additional comments for the project team. These comments mirrored those made in response to the four concepts. People wanted to make sure that the traffic impact would be studied, crime would be kept under control with safety and security measures, certain elements would remain (Whistlestop or the Victorian houses), among other concerns. There was also appreciation by many for allowing public input and taking their thoughts into consideration.

For the survey, there were between 5 and 10 respondents for each concept that could not understand the drawings or were not sure of how to respond. Generally, the Two-Level concept and Across the Freeway concept seemed to be disliked with more negative comments or people being very opposed to certain key elements of the design. The 4th Street Gateway and Whistlestop Block concepts were generally more well-received with comments suggesting more alterations to specific elements of the design rather than scrapping the whole idea. The following section summarizes the responses to each of the questions in the survey.

What do you like about the Two-Level concept?

Total responses: 186

- The most well-received feature about this concept was that it was a good and efficient use of space, and that it would have a small footprint on the surrounding area with more than 60 respondents stating something similar.
- The next most common response was “Nothing” or having a negative response to the concept with more than 40 responses.
- Another feature that the community liked about this concept was the location of where the transit center would be and that the historic sites, including the Whistlestop Station, would be preserved. This was reflected in 29 responses.
- 17 people stated that they thought this was a good idea or made positive statements without mentioning any specific features.
- There were 5 comments about how it would make transfers easier since users would not need to cross streets.

What would you change about the Two-Level concept?

Total responses: 168

- The most common response – 41 people – was of general opposition to this concept stating that they would not build it at all or not make it two levels.
- 25 respondents expressed concerns over the safety of the area, with concerns that the creation of a low-visibility area under the transit center would lead to more crime and vandalism.
- 18 people were concerned about the traffic impact and the congestion it would create in an already busy downtown area. There was also concern about the placement of the ramp and the impact that would have on traffic as well.
- There were 17 comments about adding an escalator or elevator feature and even with that added, it would make it difficult for people with disabilities or even others to transfer buses, especially when a quick transfer is required.
- There were 6 comments on the aesthetics and how the area would look with a two-story transit center in the area.

What do you like about the Across the Freeway concept?

Total responses: 162

- The most common response was respondents either saying they did not like anything about the concept or providing negative comments about the concept – this was reflected in 39 responses.
- 26 respondents liked that it would utilize space under the freeway that is currently only being wasted or for parking.
- Another feature was that it would move buses and pedestrians away from traffic and the intersection of 3rd and Hetherton Street with 24 responses.
- 10 people expressed concerns about the safety and traffic issues that would be created with transit users having to cross Hetherton Street. Respondents also expressed this concern in response to the following question asking what they would change about the concept.
- 10 respondents indicated that they liked the public plaza/gateway element of the project.
- 9 respondents stated that they liked that this concept would not have two stories.

- 4 respondents stated that they liked that this concept would connect East and West San Rafael.

What would you change about the Across the Freeway concept?

Total responses: 151

- 28 respondents expressed concerns over the pedestrian crossing across Hetherton Street, both for safety as well as distance.
- 19 people did not want to build it or had general negative comments about the concept.
- 15 respondents specifically wanted a lowered or elevated pedestrian crossing across Hetherton to avoid conflicts with traffic.
- 13 comments were regarding traffic congestion concerns especially on Hetherton and a few respondents mentioned the problems it would create on Irwin Street.
- There was concern from 4 respondents that waiting under the freeway would be uninviting and may turn people away from taking the bus as it would be dark and loud under the freeway.
- There were 4 people who were concerned about earthquake safety since it would be located under the freeway; other people were not okay with parking being removed and suggested a parking structure be created.
- There were 8 comments, however, that stated that they would change nothing or that they thought this was a good idea.

What do you like about the 4th Street Gateway concept?

Total responses: 153

- The most well received feature was the layout of the boarding area/bus bays – specifically, that they were on one side of Hetherton and away from streets – and the compactness of the design; 26 respondents stated something to this effect.
- The gateway, public plaza feature, and how it would serve as the entrance of downtown San Rafael was well-liked as well; 22 respondents stated something to this effect.
- 19 respondents liked the location of the concept with its proximity to downtown and the Sonoma-Marín Area Rail Transit (SMART) as well as moving away from the busy 3rd and Hetherton Street intersection.

- 16 people stated that they liked nothing about this option or provided negative comments in response to this question.
- Although it was still a concern, 3 respondents were preferred this concept with pedestrians crossing 4th Street instead of 3rd or Hetherton Streets; 9 other respondents liked that it would move traffic and pedestrian activity away from the 3rd Street/Hetherton Street intersection.
- 11 respondents indicated that they liked the configuration of the bike path in this concept.

What would you change about the 4th Street Gateway concept?

Total responses: 134

- 26 respondents expressed concerns about how traffic would be impacted with this concept. They were concerned about traffic on 4th Street with pedestrian crossing, as well as traffic on Hetherton Street with the right turn lane to 4th Street being removed and bus bays being added to the street.
- The second-most common response, mentioned by 14 respondents, was regarding pedestrian safety, especially regarding crossing 4th Street. 6 respondents suggested closing 4th Street to automobile traffic entirely.
- 5 respondents suggested creating a bridge or tunnel for pedestrians to cross 4th Street.
- 7 respondents suggested moving the pick-up/drop-off area that was shown on the west side of the SMART tracks; it was pointed out that it would be difficult for those passengers to deal with train crossings.
- 6 respondents provided general suggestions for design features or other aesthetic improvements.

What do you like about the Whistlestop Block concept?

Total responses: 139

- The most common response to this question was a favorable view of the concept's compactness and the fact that it consolidates most bays on one block. 28 respondents said something to this effect.
- 23 respondents indicated that they did not like anything about this concept or provided negative comments about the concept.

- 20 respondents indicated that they liked the location of this concept. Its proximity to downtown and SMART were big advantages, as well as the buses being close to each other and away from 4th and 5th Streets.
- 12 respondents stated that they liked the concept without any specific details.
- 10 respondents stated that they liked that pedestrians would not have to cross any major streets for transfers.
- 7 respondents liked that Whistlestop would remain and could be brought back to its former use.

What would you change about the Whistlestop Block concept?

Total responses: 127

- The most common response to this question was to change or alter the bus bays on 3rd Street. 32 respondents wanted some alteration to those bays, either because of traffic or because the bays would be too far from the rest of the transit center. Alternatives suggested included grouping them together with the other bays shown on Tamalpais Avenue, or to move them to 2nd Street.
- There were 9 respondents stating that they would change nothing or that it was good how it was currently designed.
- 9 respondents were concerned with the traffic that would be in the area, especially on 4th Street and Hetherington Street.
- 8 comments were regarding people not liking the bays located on Tamalpais.
- 6 respondents stated that the bus locations would be confusing for transit users.
- This was a generally more well-received option with only 4 people stating that they would not build it or had a negative comment.

Summary of Canal Neighborhood Outreach Meeting

Saturday June 30, 2018 & Tuesday, July 3, 2018

As part of the San Rafael Transit Center project, the consultant team conducted targeted outreach in the Canal Neighborhood of San Rafael. This round of outreach included attendance at two events.

In this round of outreach, the project team attended two already-scheduled events instead of hosting a meeting, in order to meet community members who would otherwise not be able to attend a standalone meeting.

The first event was the farm stand/produce food distribution at the Canal Welcome Center at 24 Belvedere Street in San Rafael. The event took place Saturday, June 30, from 9 AM to 10 AM. Approximately 100 community members were in attendance. Most attendees were Spanish-speakers, with a few Vietnamese speakers. People were engaged most effectively early in the morning as they waited in line. Many people were transit users who ride the bus to north to jobs in Novato or south to the Tiburon and Sausalito areas. Project team members in attendance were Lisbet Sunshine of Civic Edge Consulting, Jake Hermle of Kimley-Horn, and Sylvia Mullally of InterEthnica who provided Spanish interpretation.

The second event was another food distribution by the Canal Alliance at 91 Larkspur Street in San Rafael. The event took place on Tuesday, July 3, 2018, from 9 AM to 11:30 AM. Approximately 300 community members were in attendance. Different from the Canal Welcome Center, setup at Canal Alliance included assigned times for community members to come to the distribution center. Engagement went through the whole morning, with our team set up with a table at the end of the distribution line. Project team members in attendance were Edgar Torres of Kimley-Horn, and Sylvia Mullally and Maria Huertas of InterEthnica.

At both events, the project team set up four boards with graphical representations of the proposed transit center concepts that were previously shared at the community open house on June 12. The boards also included some preliminary pros and cons of each concept. The team also distributed flyers with the same concepts and pros/cons information; flyers were made available in both English and Spanish. The project team also brought paper surveys asking respondents to indicate what they like about each concept, and what they would change about each concept.

Consultant staff interacted with attendees at the events and solicited responses to the survey questions, as well as any other open-ended feedback on the concepts. Generally, staff found it most productive to communicate the concepts verbally to attendees and transcribe their responses on the paper surveys. At the Canal Welcome Center event, Sylvia Mullally served as a interpreter for Spanish

language speakers. At the Canal Alliance event, all three consultant staff members present were Spanish speakers.

The feedback received for each of the four concepts is summarized in the following section.

Two-Story Concept



What do you like about this concept?

- Concept appeared to have more options for additional security, protection
- Concept is centrally located and allows for passenger to transfer between services without crossing the street
- Transfers appear to be easier
- The opportunity to organize services by type or direction (e.g. downstairs is for SF services)
- Can feel and look like an airport terminal providing a quality experience to passengers

What would you change about this concept?

- Needs protection from the weather and freeway noise; potentially windy and exposed (an uncomfortable environment)
- Takes too much space
- Too expensive

- Vertical circulation needs to be robust—too many people waiting for the elevator
- Concerns about earthquakes
- Platforms appear to be too narrow for the amount of transfers and activity when buses arrive
- Security for children is a concern—not clear how safe either floor would be

Across the Freeway Concept



What do you like about this concept?

- Beneath the freeway may provide more space and potentially comfort if design correctly
- The opportunity to connect communities across the freeway
- Volumes along 4th street are lower and may be ok for transit to be under the freeway

What would you change about this concept?

- Add opportunities for more landscaping (flower, trees) under the freeway

4th Street Gateway Concept



What do you like about this concept?

- Closer to the existing transit center location and orientation. Would help avoid future confusion with the transition
- Adds more space for pedestrians and for passengers waiting while providing direct connection to SMART
- The opportunity for more pedestrian space
- Transit access looks to be positive for faster service

What would you change about this concept?

- Crossing major streets is dangerous (people brought up the pedestrian fatality several times)

Whistlestop Block Concept



What do you like about this concept?

- All services centralized around a hub
- Crossing the street is only the converted Talmalpais—avoids crossing major streets for transfers
- Doesn't really change how the transit center is used—just moved over one block
- Better traffic conditions and less overall construction impacts

What would you change about this concept?

- Provide wider platforms and more ample waiting/walking areas

Other Feedback

- Many respondents felt the existing transit center was preferable and didn't need to be physically changed
- Providing traffic calming on all major streets as coming to/from the transit center is very dangerous and concerning
- Whichever concept is advanced that protection from the weather be a priority
- Food or restaurant options at the transit center
- Large demand for additional security at the transit center—preferably bilingual
- Too many delinquents and not enough security—the existing transit center feels insecure
- Wireless internet access at the transit center
- Improved seating and passenger amenities (i.e. more trash receptacles, flowers, and spacious environment, charging stations)
- More seating on buses during peak hours (60' articulated buses instead of the 40')
- More frequency for services near or serving schools (specifically San Pedro)
- Bathroom at the transit center
- Too much smoking and loitering from non-transit users

Summary of Letters from the Public and Community Groups

May – July 2018

As part of the ongoing community outreach efforts, the project team also accepted letters received directly from members of the public and/or community groups and organizations.

There were two letters from members of the public, one from an individual on company letterhead, and six letters from organizations in the region. These letters can be found in Appendix C.

Appendix A: Photos from the Meeting







Appendix B: Survey Raw Data

1. What do you like about the Two-Level concept?

It would keep it in the current location, and move where the busses enter and exit .
Good use of space, eliminates pedestrian street crossings, great pickup/dropoff area for cars
Nothing.
Keeps the transit center where it is and the footprint small
nothing
Expands area for buses, with smaller footprint.
I prefer this one as the entire structure and program are contained in two blocks. The other options take up too much land. They also have more buses idling in the streets or in clear view. Make this a statement building, please!
Not a thing
I don't like it. It is too big of a structure for a small city like San Rafael
Nothing except it is compact and does not span either of the ultra busy streets of Third or Fourth. Drop off zones good, but greatly dislike crossing Third.
more room and opportunity to do something impressive with the architecture to create a sense of place.
Hopefully less street congestion.
Going up is great!
Not a damn thing tbh
San Rafael is not San Francisco. I think the two tiers do not fit into the image I have of San Rafael
It's a good idea
There isn't need to acquire block north of 4th. This design is not a great way to create a gateway to our town, it's very aesthetically undesirable.
Not much - smallish footprint
More room for people who are boarding.
The fact that it wouldn't significantly change the current footprint and that it would allow for future changes/growth.
Keeps all bus parking off of city streets.
Good idea
Compact is good but I think an eyesore and lower level shadows and exhaust feels like a bad plan. Aesthetics could be bad
it eliminates any need to cross streets for connections.
It might mitigate traffic problems by having the buses traveling over the 3rd street intersection
proposed pickup/dropoff zone!
I don't
Nothing
seems to accommodate more activity and more options for cafes, etc.
It leaves the area north of the Whistlestop building (on the SE corner of 4th & Tamalpais Ave) free for a small plaza to be enjoyed as part of that historic building, This makes a nice "entry point" to our town.

Notmuch except for its small footprint
The transit center should be at Marin Plaza on Bellam with commercial and maybe low income housing. Leave downtown San Rafael as a downtown stop not a Transit CENTER which brings crime/homeless to Downtown San Rafael. Access to 580 and SMART from Marin Plaza would be enhanced. There would be growth/expansion opportunities at Marin Plaza. Closer access to Ferry. Marin Transit would also be closer to one of it's customer base i.e. the Canal. Better access to GGT main bus lot on Andersen Dr. from Marin Plaza and bicyclist walkers from Larkspur side of SMART/Walkway Tunnel. This planning group is not thinking outside the box, very difficult for planning Bureaucrats. A Regional Transit Hub at the Marin Plaza location could transform Downtown San Rafael and transform Eastern San Rafael with the right planning ...long term vision.... Not short term vision. The current proposals are a long term trap!
It preserves the historic buildings in the area (former NWP Depot and residential buildings on 5th) and it confines the transit center to a limited space. It is adjacent to an elevated freeway so it confines the ugliness of a bus terminal and freeway to the same area. It also makes for easy connections to SMART.
nothing
Leaves the Northwestern Pacific Railroad Depot in place. Makes use of the existing Bettini site reducing the need for land acquisition to Citibank site.
Proximity to SMART, potential to develop on current transit center site.
Nothing. Seems like an ugly addition to downtown. A parking garage for buses and people.
Having the bus boarding area separated from street level seems like a good thing for safety.
Seems compact, space efficient
Looks great.
Not to sure what I am seeing, but 2 levels will save space. I can not comment on symbols I do not understand. Where is parking? What do those green boxes represent? What do the yellow areas represent?
Good use of available space
I like how the two-level concept is part of the smart train station and therefore makes transfers easier. Furthermore, I like how there being a second level is a more efficient use of space in downtown San Rafael. Finally, I like how there is a dedicated pick up/ drop off location at the transit center.
Consolidated, practical, allows for a real station, less walking to access buses, and less impact to properties surrounding existing private properties - do not believe it would impact traffic flow as much as spread out locations even if reports to contrary. SF, NY and other major bus hubs work very well that way. Believe this kind of central hub would be better for businesses of the City and access.
Maximum use of total square footage. Upper deck and lower deck gives you more room for buses, people and trains.
Allow more bus service to be integrated with SMART trains
Keeps the transit center where it is.
compact
The only positive is that that transit riders can access any bus bays without crossing a street, but it is outweighed by how it detracts from the entry to downtown SR
I like that it's adjacent to the train station
What happened to the idea of moving this center to ease traffic? Since the first ground-breaking for work on the Smart Train traffic has become a nightmare for those of us who live and work in San Rafael.
Similar to current pick up and drop off. Compact from 2nd to 4th, not sprawling beyond 2nd and 4th. Safe as now for pedestrians.

The only redeemable idea behind this is that there are less buses cutting off and delaying traffic on heatherton. The fact that the transit center is located on this street in the first place is a terrible idea as it backs up traffic.
Good use of space - building up!
A dreadful option, It makes a tunnel out of 4th Street
economy of space and ability to use existing structures
Efficient use of real estate space. Keeps buses close to freeway.
This is a San Francisco scale of project inappropriate to the character and scale of San Rafael.
Terrible idea.
One can get to all transit without crossing busy streets. Having an effective escalator method of getting to the upper level is critical.
I like the flow of it. Much like a modern airport approach.
Proximity to the SMART station and Fourth Street commercial.
Nice compact design, eliminates a cross-street connection from bus to train
Same location East access
It removes the immediate traffic from the main pathway while also providing more shade for those waiting below.
It very organized
More room for bus boarding. Mixed-use buildings. Integration of different modes.
It's hard to share an opinion based upon what I'm seeing on my phone
It saves space
Nothing. Way to much land used compared to other alternatives. Two level is inconvenient; the other alternatives are much easier for pedestrians, cyclists, and buses to circulate.
Nothing
Can't tell much from this diagram. Like are the tracks elevated above the buses or not.
I like it best if SMART is raised (tracks and the station), but in general I think adding additional level is an efficient use of street space for the transit center.
Efficient use of space
it would be nice to identify what the different colors of your schematic mean. i think the green represents buses, but not sure. what is the yellow.
I think it is necessary and unavoidable
It appears you are packing a lot of function into a two-level concept which is really important for such a tight and congested space. If I read this correctly, the pick up and drop off areas are absolutely brilliant and really needed as the current configuration is difficult when all parking spaces are taken. There is no choice but to either double park or pull in the little lot at the end of the track which isn't for that purpose.
Levels are an efficient use of space.
Signature facility with unique upper story opportunity for public space with great distant views. Pedestrian safety would be greater and traffic delays on 3rd would be minimized.
I feel the compact footprint is good and won't impact traffic on heatherton.
easy to navigate
Efficiency, Aesthetics
uses less overall space

Same footprint
Smart use of space.
No way!
Looks like it would lighten traffic congestion.
it lays out the space with maximum uses and hopefully minimum blockages.
It would allow for the center to have a smaller footprint
compact
All transfers are in the same spot. No crossing streets.
I like that the old train station survives (now if only it can be restored and used).
more efficient use of space
Optimizing available space.
Better use of space
Nothing. Very ugly and would reduce the value of our downtown, especially since it would be at the entrance to our downtown.
Better use of space near the freeway, limits the area of downtown occupied by transit. Multiple pick up and drop off spots.
Keeps buses and trains together.
Smart (no pun intended) use of Real Estate. Landscape it well so the folks who have a problem with urban looking design or height issues can mitigate their fears.
compact
It provides more room for buses
A two level concept is great because it makes good use of a small plot of land. A single level concept will take up more space and could result in busses stoping further away from the smart train station making transfers inconvenient. Additionally, many cities around the world use a multi story bus facility and it has worked wonderfully for them. Also, much of the bus traffic will be directed off city streets.
love the location, efficient use of space, less disruption to 3rd street
Compact and keeps everything at one location
Nothing
Convenient access to train and train buses and cabs from one location. Also, next to historic train depot building which is desirable.
Compact
Too hard to visualize. What's on the upper level? How do you get there?
it does consolidate transit into 1 area, 1 block (sort of) but what are the options to get up and down? stairs? elevators (redundant?) escalators
do not like
Not sure I like anything about this concept. It's actually hard to visualize from the illustration. I'd like to see if from different angles, like from the side.
maximizes space, gets tracks off 4th where there presently is an awkward & inefficient traffic light issue.
You should include side view. For the untrained eye this is a bit dense.
It's fairly compact
nothing really
Nothing.
Proximate to current transit center. Integrated with SMART stop.

Seems complicated, but perhaps necessary.
Nothing.
space for mixed use
Nothing—confusing with buses on two levels and inherently dark, gloomy and smelly on the first level
This is a solid plan. I like the idea of doing a two story structure to keep the project from sprawling or feeling to cramped. It will maintain better traffic flow on 2nd , 3rd, and 4th streets.
don't like--unsightly
clear drop off points.
doesn't stretch across 4th street
I don't why dose smart need two tracks when the other 40 miles is mostly 1. Don't let them take your space and force you to pay 35 million on a new bus station that we already have.
Unknown, nothing is explained
Good use of space, focuses transit in downtown core.
It occupies the same area as the current Transit center.
Nothing
Simple design it keeps most transit separate from the smart train station but near by and accessible. I like the incorporation of mixed use on each tier.
retains bus depot
It would help if you had a written description under the picture to describe the layout.
It allows for a greater density of activities so that the transit center doesn't need to relocated.
Everything the location itself is sheer foolishness. Why are you purposefully creating gridlock in San Rafael? Why you placing pedestrians at rick with this concept
The only good things about the two-level concept is the smaller footprint compared to other designs.
Efficient use of space
more usable space
2 lever makes sense, you can fit twice as much in the same footprint
I don't know what you are putting in the second level which makes this question hard to answer.
nothing
I like the idea of stacking for efficient use of space.
I would hope it helps to clear congestion that is going on in the area especially during commute hours but also when schools let out.
Everything is in one place
efficient use of limited space
Dont know.
We need less traffic
if it has to be expanded beyond the oversize mess/maze that it is currently, perhaps a second story will improve traffic flow in the area
Hard to envision from these diagrams--what's on the upper level? Are buses coming and going from there as well as from the lower level?
i like that the Depot remains in tact
It's certainly an interesting idea, could take design inspiration from the Transbay Terminal in SF.
With limited space available, this will be the best use of land use.

I like the increased capabilities without additional ground space needed, and I like that it keeps the traffic near the freeway.
Better use of space.
It's compact and multi-story (although it seems more appropriate to use any upper floors for housing or offices and not for buses).
Not much
This drawing is really hard to follow. Two level concept are usually drawn at a slightly tilted eye level
1. Does not require transferring passengers to cross a street. 2. Results in only 2 passenger platforms. 3. No impacts on existing day use parking below the freeway.
It seems like it is the way a transit center should be oriented, with buses all in a line and easily accessible.
I think it's a terrible idea.
Serving more people in the same space. I assume lower level is street level?
Keeping pedestrians between smart and buses from crossing the roads to connect. Moving pedestrian crossing to north side of third. Maximizing use of space.
Compact design Resistant to rising bay waters!
I don't like two-level concept; too bulky, blocks Whistlestop, cramped loading bays for those waiting for buses.
Best option to keep pedestrians safe from autos - safety needs to be the FIRST consideration (4 people have died in the past 5 years in this area, most of whom were in crosswalks legally proceeding). Also, very close to SMART.
Removes the bus entrance and exit from 3rd. The buses cause so much blockage on 3rd. Good idea.
Two Level Concept - 1st Place - The Very Best concept.
More services with a smaller footprint
I like the concept, hard to access without seeing all the details
nothing
It's modern, innovative and condensed.
The footprint is contained
Don't like it. Expense and does not address existing issues.
Nothing really
small foot print, efficient use of space, less pre-emption of existing land uses, bus bays are contained, less disruptive of traffic flow and downtown access
limits the number of locations buses are entering and exiting the center.
Nothing.
Consolidates transit center into a single structure.
With design elements this would be attractive.
It's a good use of space, fits all the transit center in a smaller footprint.
n/a
Good flexibility for future growth; best option
It seems functional
Close to the SMART station.
not accessible
Nothing. It'll be dark, uninviting, and unsafe. And it could promote more homelessness and drug dealing.

2. What would you change about the Two-Level concept?

Escalators instead of stairs! Those with bad knees or suitcases will have a tough time with stairs, and elevators are a very slow alternative.
People with mobility problems, people who are transferring immediately, weather, are all factors that make this design problematic.
Need to insure that it doesn't become a shadowy place like the old Transbay Terminal was in SF. Also, it would be good to include some greenery on the top level around all sides to minimize noise and exhaust issues.
not consider it
Pick up/drop off area north of station makes it difficult for north-south bicycle traffic.
Make it one level
I would not build it.
Not as safe as single level for through site sight lines. Leaves City with unattractive entrance
Maybe close 3rd street.
Elevated pedestrian crossings?
Wish there could be parking inc.
the intersection is too crowded and dangerous as it is and you are adding to it. Buses are crammed into a smaller space to accommodate trains.
Look if its going to happen, I doubt any normal resident of marin could stop it from becoming a reality. Like in most places, it seems one has to be uber wealthy to have any real moving power for or against such pipe dreams.
Should be one tier only
Ada accelbe
Keep utilizing to current station and the Whistlestop block. Instead of building a two story building, build nice looking pedestrian overpasses.
As long as it doesn't happen, nothing.
Wouldn't know.
Unclear about ingress/egress, overhead routes, etc.
Do not like this option for three reasons. (1) Visually ugly blockage of freeway view similar to the WinCup building. (2) does not relieve the traffic vs. pedestrian issues at 3rd and Hetherton. (3) Pedestrian traffic crossing 4th is dangerous. Also, the bus route to get to (and off of) the second floor is not clear.
Not a big fan but will look at details
Seems like more could be done to make the ground level between second and third more inviting as a pedestrian access point (as opposed to just a drop-off location).
Get rid of the top level because it would be an eyesore.
two levels. Why are there two pick up/drop off spots?
Not convinced the design is very aesthetic, modern, clean
I actually think this idea is not a good one. The structure overall would be too big for our size of town. It would overwhelm the area and take away so much of our friendly welcoming atmosphere.

See Above
Traffic on Hetherton is already bad and dangerous for pedestrians. How would the Two-Level concept address this?
eliminate it. Looks unwieldy and would be ugly.
This solution appears to be very impactful, costly and inflexible with bus bays being dependent on existing equipment and technology. In addition it's physically challenging to get busses and patrons up to the second level. The visual impact would be overbearing with ramps and bridges being the most highly visible features. This would have a major negative environmental impact on the townscape and at Downtown's front door.
Pick-up/drop-off on W Tamalpais could conflict w/planned NS Greenway (bike) connection. Also seems like a transit operational challenge with two stories.
It's like a mini airport loading area. Which is bad. I would flatten it to a single story.
I don't have any ideas on this (sorry!)
I would have 2 right turn lanes from Hetherton to 3rd street. I would eliminate the crosswalk across 3rd street on West side of Hetherton. I don't like the bus down ramp at 3rd & Hetherton.
I would really like to see the train tracks raised like the freeway as to lessen the trains impact in and around the San Rafael freeway area.
The thing is that this area is already congested with autos at peak times. The most congested in town. I would prefer to see the center moved away from this area. One more thing, everytime San Rafael starts a new project, after a few years, it goes into neglect with graffiti, litter, and lack of upkeep. How is this going to be different?
The proposed place for drop off and pick up will cause issues during evening rush hour for folks traveling east on 2nd going to the freeway. Buses that drop off today at the transit center and then continue north already have an impact on the traffic on 2nd.
I have two potential concerns with this design. Firstly, traffic coming off Hetherton and going onto third is already pretty bad and I am concerned that this design with that dedicated pick up/ drop off point could make this intersection more backed up. My second concern is this design does not address the parking shortage. Any design should include plans on how to expand the availability of safe parking.
Make sure there is adequate security measures in place. Make sure you have proper mobility access and plenty of entrances/exits.
A bit confusing to have bus pickup in the lower level when there's also bus pickup on the upper level. A 2-level concept might be more intuitive if the lower level was relegated for train use and the upper level for bus use.
Put the tracks on the upper level to avoid traffic disruption at the street level.
don't know
Too small. Pick up and drop off should not require crossing 4th street.
I would not want it regardless; unless it fit on one block like a typical building
There are two pickup and drop off areas which would be confusing to drivers meeting people at the transit center.
Move it away from the freeway.

Missing from the CONS of that "2-Story" Option is the Elevators and Escalators needing protection from vandals and the Homeless. The cost of a 24/7 Security guard on top and at ground.
Move it away from heatherton. It should be closer to the parking garages. The parking near the transit center is terrible as well.
Concern for commuters who would have to travel from the SMART station to the second level. How will safety be assured?
Drop this option
not sure at this time
I presume there are stairways and elevators adequate to handle throngs of people hurrying in both directions at once, including those with bicycles, strollers, etc. The elevators should have glass doors so people can't be concealed inside, thus avoiding problems encountered by BART. I'm concerned about pedestrian crossings at 3rd and 4th streets. Pedestrians do not obey Walk signals, and will hold up traffic--especially turning right onto 3rd from Heatherton.
Eliminate this concept from consideration
This design provides 18 bus pads at an enormous expense (think of the elevators/escalators alone that would be needed to access the top level). In contrast the Whistle Stop design provides 17 pads (and an 18th could be easily added if the system were reconfigured) all at a relatively modest amount of construction. This design also does not provide for any near terminal parking. Also the lower level between 2nd and 3rd looks like it would be a dark, useless space. Too much space would also be used for the up and down ramps that could be used for other purposes.
You may need more transit stop locations, which can be placed on the lower level between 2nd and third streets. I suspect this concept is difficult to build while continuing to operate a transit center.
I'm concerned about the Whistlestop building right next to it. That will limit the use of that facility.
How much extra will the upper level cost?
A second overpass above Third Street so near to the freeway will make Third less inviting to pedestrians.
Bus operations may be delayed by having to drive up to the second level.
Include Parking ramp or garage
Move the structure on the other side of the tracks. There is already a lot of movement on Hetherton. Moving the stacks on the other side of the tracks will remove the potential backups from freeway traffic.
I wouldn't change anything about it
I'm concerned about the feeling having a two level bus terminal in this location will create.
Get rid of it.
Can't tell. too little data.
Again, it would be best if SMART (both tracks and station) were raised, but it is really hard to tell if that is the case from the diagram (it looks like SMART is at street grade). In general, this diagram is somewhat hard to interpret.
Better access to upper level.

if you can span 4th street also if feasible. it is already a mess when the train comes thru. how do emergency cross when a train is coming if need be.
I run the smart train on the upper level also
Need to think about that. It seems to be pretty efficiently thought out.
A little hard to picture with just an above view. Are there stairs, escalators, and elevators? Could there be an underground level and a ground level (like Denver)? May not be possible with water table.
Fit it in a single block by increasing the ramp slope.
I feel it would become a behemoth on the skyline of relatively low slung San Rafael. Maybe tie to tie in some frank Lloyd Wright feel would be interesting.
where is parking?
Move it away from its current location
not sure
Underground
Would want to make sure signage is clear. A shame you can't put ground retail/amenities/housing, but that's a larger project.
The entire idea.
Very confusing drawing, needs better explanation, arrows showing traffic flow.
if it does not raise above the street level so there is no blockage, it should.
It seems unnecessary
trees or shrubbery
Need a design that will be aesthetically pleasing and fit in with downtown.
I would make it easier for people with disabilities transferring from one bus to another to get to the different levels. Many times buses come and those transferring only have a couple of minutes. Elevators would need to be extremely quick and there would need to be more of them than what's currently in the plan.
Probably nothing, but try to lower or camouflage the profile as much as possible.
Npthing
Put the second level underground.
Have dedicated freeway on and off ramps for buses directly to the transit center..
Have a robust security team or security alternatives (walk up alarms, cameras etc) and design this so there are not places to hide. That will kill this project. You can't build a nuisance.
better pedestrian connections
Elevate the SMART train to avoid traffic nightmares in downtown during rush hour. Doesn't do enough to reduce congestion at 3rd and Hetherton. It is confusing as to whether the adjoining planned area for future mixed and other uses are part of this plan or not.
Even though the designs are preliminary, it looks relatively bland. I also worry that the a single on and off ramps will become a bottleneck for busses going up and down the second floor. This will only worsen as more busses use the facility in the future.
I don't see how/where the bike path interacts with it. I would like to see that integrated, or at least called out how it will flow through the general area.

Need to ensure that buses and double buses can actually get through that space. Need taxi/Uber space
Not do it.
Unsure about how approach and exit ramps would be configured and concerned about how imposing this 2 story structure might appear.
Hard to envision hauling buses up and down this short ramps.
Build a 3D drawing showing a side view of this concept.
make the options about how to get up and down more visible use redundant stairs, escalators and elevators, if one breaks there is another one to use
This is what we have in SF, with the new Transbay Terminal. It's dark, cold and a wind tunnel and even though it's brand new, there are no improvements in speed of service. Also pedestrian crossings can make bus arrivals take too long. How to fix this I'm not sure. Whatever design is chosen it should be for ease of flow of buses and pedestrians between transit modes and have a good space for dropping off & picking up because the last mile is a real transit conundrum.
unsure
See 1.
Difficult for ADA accessibility. Elevators are slow and might be used as a bathroom.
it should be all on one level
Add a elevator for ada access
No two level
Don't know.
Move the project one whole block North to reduce car congestion and pedestrian dangers at Hetherton and 3rd St intersection.
It's difficult to imagine from the drawings. Is there parking? Services (ticket sales, bathrooms)? Will it be bright and open upstairs or will there be creepy places where people will take up residence?
need parking. not everyone can take a bus to center or be dropped off. metered parking
Pickup and drop off between 3rd and 2nd will lead to grid lock and accidents as cars exiting will be either attempting to cut over to 101 or will not be allowed to exit by traffic on 2nd
Don't see many drawbacks.
eliminate it
not sure.
Keep what we have and give it a face lift. Move the taxis to one of the proposed mixed use land areas that you need to buy and force the dumb train to use one track. They already are causing you enough problems with no obvious return on investment
What are the 2 levels
Incorporate glass/transparent materials to maximize natural light.
Nothing.
Everything
I can't tell what amenities will be added or if any considerations or features will be accessible for Blind/visually impaired and other disabilities.

It would help if you had a written description under the picture to describe the layout.
I might increase the size.
Location Location Location! Move the same concept to where that horrible Marin Square is and you'll have a winner!
Everything!
Eliminate nooks and crannies for homeless
these types of structures are not typically very appealing to look at
Just a general additional to either plan, I think busses should have a dedicated onramp. It will help with congestion at the downtown ramp to 101
Add shops, eating establishments and ??
kill it
I think this is a non-starter. It expands a large portion of the area that is covered over, and that has not worked well. I think it will be a visual blight. Plus, the cost of this plan will be astronomical.
I do not see anything to change. I just would hope that you use the newest Earthquake tech on construction!
I think a two-story transit structure here would be an eyesore. more potential for crime in a two-story structure.
Don't know.
A better design would be more efficient
1) Completely eliminate train tracks at street level, otherwise we'd be making the existing traffic mess even worse 2) eliminate the sprawl which would now extend to 4th St.
This concept takes up entirely too much of the Station Area.
If there is less traffic impact on the 101SB on ramp I'm all for it.
I worry about height and the way it will affect the city's present gracious gateway
Direct freeway access for bus efficiency?
There is still major traffic impact to 2nd and 3rd streets right around the freeway. Wouldn't it be better to move it to off the main streets with dedicated exits?
Location is too close to a major traffic corridor.
Upper floor(s) should be used to build new housing (or office space). Any design which requires buses to travel longer distances or negotiate tight turns, and which thereby adds to travel times, should be avoided. Transit should be as fast as possible, and therefore bus access to and from any new transit center should be as quick as possible.
Seems like trying to squeeze 10 pounds of shit into a 5 pound bag.
1. Please make the passenger stairs very wide and covered from the rain. 2. Add a ramp for passengers with bicycles.

Stick with a one level concept and consider other location options. Traffic is too congested with the (2) main arteries onto the freeway on-ramp adding a two tier structure will only make it significantly worse. The only reasonable choice is to relocate the SRTC.
Can there be a bridge/overpass for crossing pedestrians. The traffic won't be held up turning left from 3rd st, to the freeway. It is safer for the peds. Not sure what is on the second level, buses, people waiting to get on the train/buses?
Remove the huge drop off space between 2nd and third. There better uses of space that do not encourage driving to drop off passengers.
1- bus access direct from the freeway 2- the whole thing is way too cumbersome for users and drivers- it is not a preferred option.
Same as above.
I really wish it was farther away from the freeway. Getting past there is so painful these day. Put in 2nd level crosswalks and get rid of the cross walks nearest the freeway entrance. 2 right turn lanes for Heatherton to 3rd. I've seen traffic backed up to 5th for that 1 lane. Have a 5 second start for cross walkers so they get out of the way at that corner as well.
Two Level Concept - Very Best, except Pick Up/ Drop Off between 4th & 5th which should be between 2nd & 3rd. Also the Proposed Future Mixed Use between 2nd & 3rd should be eliminated and utilized for transit expansion desires. I don't vote in favor to increase bus traffic onto 4th Street. Better to move this concept to the Center's current location between 2nd & 3rd.
Concern about how it will look and impact the view/aesthetics
I would make sure there is an elevated pedestrian walkway over 3rd street. I would also elevate the entire rail system through San Rafael. Traffic is already bad, can't imagine how much worse it will be when it crossed both 2nd & 3rd streets. Public transportation is supposed to help with traffic not punish those who cannot use it.
2nd level too tall 'urban' for suburban community; provides too many opportunities for additional crime, vagrancy, youth antics, graffiti etc./ decreased visibility for police patrol
I'm not sure how I feel about it since it could cause confusion and complications for those with mobility issues.
Try to lessen impact on vehicle traffic
Things were fine without SMART (or as well call it STUPID) causing all these changes.
Must be very well designed and engineered to reduce noise, pollution exposure and insure safe access and security monitoring
Seems like bus operations would be cumbersome and congested within the center? Dont really like the idea of a mega-transit structure downtown.
Don't build something that will collapse in an earthquake.
Not aesthetically ideal for a gateway, Will look like yet another parking structure at the gateway. I think this is a non-starter.
Lower Level Second to Third to Hetherton to Tamalpias seems to be wasted space that could better be utilized for busses. Driveway Drop off/ on for non professional drivers will increase grid lock.
Can the SMART train be put on the upper level, thus eliminating the grade crossings?
concept is unnecessary expense, will negatively impact street level pedestrian experience
Nothing
More details are needed - such as, will upper level bus bays be covered? how will buses descending from upper level continue south on Hetherton?

3. What do you like about the Across the Freeway concept?

Gets the busses away from the traffic going down 3RD street to get on freeway.
Increases connectivity to East San Rafael, makes good use of underutilised under-freeway space.
I don't like any aspect of it.
Interesting but hard to visualize
nothing
Nothing
Not a thing
I like the efficiency for the commuter busses. I live in the west end and pass through SR and the transit center every day. I also like the ideal of a public plaza. Hopefully it would make the center more friendly. I utilize the Airporter but never pick up at the transit center as I would not feel safe there.
Absolutely nothing. This would never be the choice of those of us, especially female, who wait for buses. Dark and dangerous.
Not much than being able to utilize the space under the freeway
Anything across the freeway would be a plus for west San Rafael.
Seems to utilize now wasted space
Again, I dont like any of this
Nothing
Bad idea
Seems easier for buses to come off of Irwin. And seems to reduce congestion of all buses on one block. Would love if it makes use of the current depot.
Nothing
Inconvenient
The fact that it appears to be on one level.
Eliminates the conflict of vehicles vs. pedestrians at 3rd and Hetherton by shifting all traffic north of 3rd. Keeps almost all bus parking off of city streets.
Not a fan of this - more pedestrian exposure to traffic and more impact to local traffic
very little.
I like that it uses space under the freeway which currently has no purpose. It would leave more space for business development to the west of Hetherton St
more space
Busses next to train station
Takes the pressure off of traffic from the West headed for 101 south
it keeps the Tamalpais Ave free of buses (away from crowding that street) in front of the Whistlestop building.
Although rather wierd this option seems the least impactful to maintaining the historic entrances to town. It has many problems that could be fixed if the east side of the existing transit center were to continue in service.
see above
It avoids the need for overhead buses. Gateway feature would be nice, but there is little to recommend the city from in between a bus stop and a highway.
Nothing.

Use of the space under the freeway for a transit facility seems to be a worthwhile idea deserving consideration due to its limitations for other uses.
Potential to develop current transit center site.
What is under the freeway? Plan doc is unclear. Would be helpful to have a legend. Transit users should not have to wait under a freeway for the bus. Ridership will plummet.
It's good use of space, and freeway drivers will see the buses and hopefully be drawn to ride instead of drive.
I like that it frees up 3rd street traffic. I like that the two right turn lanes from Hetherton to 3rd are not impeded by a North/South crosswalk.
Again I am not understanding these images and what they represent.
Drop off and pick up is on 4th rather than Hetherton
I like how this creates more public spaces
I personally do not like it - way too spread out, confusing Loss of too much essential private property and businesses. Believe this would create more traffic issues
Spreads the buses and vehicle traffic out over a larger area.
Creates more space for buses and a public plaza
Could reduce traffic congestion somewhat. Uses area under the freeway.
That it is primarily between 3rd and 4th streets and has less impact on developable parcels. and it seems to fit with the transit busses patterns of looping around the area.
It's only one level
Nothing; this will make getting to the freeway entrance even worse for those of us who live east of 101.
Sprawling to under freeway. Must walk across Hetherton with heavy traffic flows. Under freeway is dark and always seems less clean.
I prefer this to the 2 level, but I still believe this concept clogs up heatherton. The transit center clogs up traffic to get on 101 south. It regularly adds a 10 minute delta to get on the highway in rush hour. I believe smart will eventually make it even worse.
I like that the center is contained between 3rd and 4th streets
Not much to like. It requires passengers to cross busy streets
I cannot decipher this illustration. Too tiny, no explanations.
It does provide ample drop off/pick up space.
I don't like it. It's very confusing.
Utilizes underused space beneath the freeway
You are assuming I can understand this from the picture I am seeing on my phone. I like the idea but no roads are getting changed but I really can't tell what's going on
Avoids two story structure.
Hetherton is a VERY BUSY Street. Not convenient to cross for pedestrians or cyclists.
Nothing
It makes use of the space under the freeway (which is currently just a concrete channel for the canal), but I am not a big fan generally. I wonder how the canal would be dealt with in this scenario, and what the impacts would be (to the canal)
Nothing.
i am sorry, but i need more clarity.
Does it make a difference to the buses going around the block in SR or coming into SR? If do then that would alleviate traffic and be a huge plus

It's a little more spread out.
Frees up space for mixed use dev - much needed. Easier access to 101 (now it takes 5 min to get on 101N).
I don't like this plan. I don't like the 3 bus bays on Hetherton having riders on an island. It seems wasteful to have no bus bays under the viaducts. The pick-up/ drop-off would negatively impact bikes on 4th St.
I like the use of under freeway space.
too hard to get from train to bus.... slow traffic down with pedestrians too
It removes the crush of buses versus cars
not sure
Cheaper probably
Underpass areas are under-utilized.
Better Idea.
I don't get it... Again, the drawing just don't make much sense to me. Plus, I couldn't read the labels, even when I made them larger. Whoever drew these up needs to have a lesson in "keep it simple".
it stops blockages across downtown san rafael.
Spans more streets for easier access, not as disruptive to the San Rafael skyline.
nothing
Nothing.
Nothing
expansion capabilities for future growth
Lower visual profile.
Uses space the most wisely. Allows for better development of other downtown sites.
I like how there don't need to be two stories, it is nice and more welcome to not have big buildings right as you enter town. This seems like it would promote better traffic flow.
Easier access to Montecito Plaza area.
Nothing. Dangerous
Uses parking area instead of expensive 2nd level or displacing businesses. Plaza.
Provides more streamlined throughput of buses, reducing the congestion around 3rd and Hetherton, and at 2nd street where buses currently contribute heavily to traffic backups during morning commute.
It allows for customers to receive more sunlight by eliminating the possibility of a tall structure.
I like that part of the center abuts the SMART station. redeveloping the underutilized dry clean location is good.
Seems workable
The scale of this concept is good and in keeping with the historic train building. I like the idea to use the space above the already imposing freeway structure. I also like the Public Plaza aspect.
It might enliven that dead space under the freeway.
Too hard to visualize. Need a 3D drawing to understand what this looks like.
nothing it would impact my safety and I would say NO not in favor
Do not like
I can't really visualize this either. Can we fire the people who designed this? It was really hard to find the place on the webpage where I could read a summary with pros and cons so I could even create an opinion about these designs.
It is difficult to understand from this drawing, but would not want anything that would increase traffic from Heatherton to Grand Ave, between 2nd & third, as traffic is already unbearable since the train's maiden runs.

You might explain what the concept is? So the poll taker does not have to divine what you mean?
Nothing
only that it is all on one level
Looking good but some loss of jobs
Public plaza,if patrolled.
Divided location. Confusing.Horrible idea.
Reduces car congestion and pedestrian dangers at Hetherton and 3rd St intersection.
I don't like walking under the freeway in broad daylight. Will it be well lit and monitored?
The access for busses exiting the freeway is smoother than our current transit center. It also frees-up access to 3rd street for cars. I like the Heatherton shift.
makes san rafael a city
Nothing — safety is compromised when the center is split by Hetherton. Pedestrians have already been struck by vehicles at these intersentions.
Not a bad concept, but it spreads the station out too much and there is more crossing of streets than the two level structure.
don;t like--area too congested already
not sure
stretches across heatherton rather than 3rd and 4th
I like not having a giant bus parking structure as the focal point to anyone entering the city of San Rafael for the first time. This is our main entrance and we need to preserve our city not runnin it.
Do not understand any of the designs
Do not understand drawing.
It seems more spread out and spacious.
It would help if you had a written description under the picture to describe the layout.
Not sure, because I don't understand the concept
Keeps the existing core footprint, but also utilizes poorly used and currently aesthetically unpleasant under-bridge area. Likely to reduce bus traffic west of Hetherton.
Efficient
Feels like it would be less crowded
I think it's to big a footprint. If you have to make a transfer you could potentially have to cross a street just to get to your connection
Open spaces and room for community
zero
A great starting point for a very innovative concept. Spending money to make the area under the freeway more attractive and safe would be great, it uses underutilized land in a productive way, it has advantages for pedestrian safety. I think it might also be good to look at the land under the freeway between 4th and 5th.
It keeps everything on top of the streets.
I don't like the across freeway concept. I think that will tie up congestion for traffic in an already busy intersection, as cars try to navigate pedestrians who may be rushing to catch buses.
I like the amount of space for pick up/drop off
nothing that I can see
N/A

If I'm looking at this correctly, some of the transit center will be across Hetherton and under the freeway? Bad idea. That Hetherton crossing is dangerous with everyone trying to get on SB 101.
NONONO
Freeway provides a roof for rainy transfers.
It alleviates crowding.
It seems as though it might relieve some bus traffic on the e-w streets? Not really sure I can see any advantages.
Gets the station out of the freeway traffic, mostly.
Allows southbound buses (ie. routes 70, 101 and others) to not have to exit from/leave Hetherton Street (and thereby keeps or maintains a well-functioning aspect of the current transit center's design - and doesn't add to transit travel times for these lines).
Nothing.
Better option if necessary but confusing
It is likely less costly than alternatives and is easier on drivers of busses. The space between 2/3 is a better use of space than option 1
lots of space some buses get easier entry from Irwin
I don't support this concept either; freeway noise, problematic covering the creek, especially with Sea Level Rise, crossing Hetherton.,
Uses space under the freeway. The Public Plaza and Gateway Feature.
I like this better. Moving some off of 3rd Street would be great.
Across the Freeway Concept and Shift - 3rd Place - not very good and the Shift Concept - also last place.
I don't understand this concept. the graphic is not clear
nothing
not 2 stories
It's unique and has different angles and approaches and seems to use the space wisely.
Nothing
Does it resolve the issue of west bound on 4th need to go east under the freeway to turn around?
Nothing really.
good bus and pedestrian access
The reuse of derelict/underutilized properties (parking lot, old gas station site) while minimizing demo of existing business buildings. like the Gateway plaza idea. I like the Hetherton shift option. I like that it connects the sides of the freeway better
This is even worse than the two level.
Provides a connection between either side of the freeway. Presents opportunity to create pedestrian connectivity. Makes space underneath the freeway usable space.
The shift is a horrible idea. Many errors. The 3 bus stations on Heatherton should be moved south one block. This design has just to many flaws as presented to be positively commented about.
Public plaza and gateway feature.
Use of underutilized land.
I don't
Nothing.
like that it joins the east side of San Rafael, like that there is a barrier on Heatherton
Easy access for northbound buses. Hetherton shift.

4. What would you change about the Across the Freeway concept?

Make a raised walk way for pedestrian to cross Hetherton.
This greatly increases dangerous pedestrian crossings of Hetherton, and introduces a dangerous island-loading situation for riders on Hetherton. A pedestrian subway could mitigate these risks.
I currently cross the street to/from the Smart Train and GGT buses. Red lights do not mean traffic stops. I see this design as an accident waiting to happen. Also, too far for people with mobility problems to access buses/trains.
See above answer. Some clarity about this one would be good.
not consider it
buses are too spread out, require pedestrian crossing of Hetherton.
I'm not in favor.
Not considering it. This is a very dangerous intersection. Have you ever had to run for a bus? I have to do it all time.
I am fine with it. I don't think it would be a big issue. You are not talking a long way even for SMART.
Do not require anyone to cross under freeway to change buses, or to move from drop off or information at Whistlestop
Concern about traffic on Hetherton
Unless this means both sides of the freeway and now we're talking nightmare!
Nothing!
NOt doing it
It was done before not a safe place
instead of having pedestrians cross the street, build a pedestrian overpass.
Fatal - no crossing hetherton
It has an enormous footprint and leaves no room? for parking. You'd have to walk for blocks. and it displaces too many businesses.
Pedestrian crossings at 4th and possibly 5th are dangerous and need to be eliminated. Ditto for the pedestrian crossing on Hetherton and 4th. The shift option dangerously narrows Hetherton and denigrates the 4th St Gateway.
I wouldn't pursue this
I would remove it from consideration.
It seems like this plan would impact the traffic on Hetherton Street, which is already very heavily congested.
Please please please make an underground or elevated walkway so we're not dying / nearly dying at those intersections, especially when cars are turning left
Passengers should not need to cross busy Hetherton on foot - too dangerous
Does not seem to adequately address traffic flow issues
To change it so a traveler would NOT have to go across busy Hetherton St to get to a bus.
Both of these options create some pretty serious impacts on passenger safety. Having to cross either the right turn lanes or even worse, the Hetherton Shift makes passengers have to cross the entire heavily used

<p>roadway. Totally ignoring the possible future use of the train depot/Whistlestop and plunking a bike storage box in a space that should be used for an outdoor cafe or some other welcoming use connecting the building to Fourth Street shows how little respect is given to this historic building by the GGBH&TD. This cannot happen! Has the reuse east side of the existing transit center site been considered? Even if it has, try again and put it out for consideration!!!</p>
<p>see above</p>
<p>Putting buses adjacent to the French Quarter would kill what little charm it retains in its present location. Also that underpass is critical SMART parking.</p>
<p>Bifurcation of the transit center by Hetherton results in more pedestrian crossings of the collector-distributor roadway. It forces many transit users to cross Hetherton who would otherwise not need to. Additionally it adds to the complexity of vehicular movement, weaving and crossing in an area already challenging to navigate. I believe it ill timed to develop the Bettinii site at this time and recommend interim uses such as parking and queuing fo for hire vehicles.</p>
<p>Forcing transit users to cross Hetherton is less than ideal for safety and convenience. Pick-up/drop-off on W Tamalpais isn't compatible with planned NS Greenway (bike) connection.</p>
<p>Transit users should not have to wait under a freeway for the bus. Ridership will plummet.</p>
<p>I'd want to make sure there are pick-up/drop-off areas on both sides of the freeway.</p>
<p>Nothing</p>
<p>Need traffic light enforcement at Irwin and 2nd and 3rd. Otherwise there will be traffic backed up the freeway to Larkspur.</p>
<p>There is already a parking shortage at the transit center and my concern would be that this only doesn't address this but also reduces the current availability of parking under the bridge. Furthermore, having to cross Heatherton for a bus transfer is inconvenient and potentially a safety hazard for someone rushing to catch a bus</p>
<p>Because the transit center will be split up by Hetherton Street, it's not clear if users will be safe as Hetherton is a busy street. How will that be addressed?</p>
<p>Add two right turn lanes on Hetherton to facilitate traffic movement.</p>
<p>Transit dumping into Heatherton, will make busiest Marin intersection even worse. Elevate transit center to freeway level for northbound and southbound bus traffic. East and westbound buses should be west of freeway.</p>
<p>I would not put a park and ride drop off along 4th street; but use the space to create a strong ped connection under the freeway. The plaza should not face heatherton but be the space that people walking along 4th and to the train from the busses. Move the buses closer to heatherton.</p>
<p>It looks like the across the freeway option removes one of the two lanes that drivers use to turn from 3rd st on to Hetherton which would be detrimental to traffic flow in an already crowded traffic situation.</p>

Move it east, not west
Options that require commuters to cross 3rd, 4th or Hetherton St are bad. That just leaves Option: "Whistlestop Block". (But not if it reduces 3rd St. to 2 lanes !)
It's vital to relieve pressure off of heatherton and the on ramp for 101 south.
I'm concerned about the distance from the SMART station to the transit facility. Move the transit facility to the opposite end - by Hetherton
Drop this option too
Far too spread out. Connections would be terrible. Need to cross Hetherton. How well would traffic flow for drop off/pick up?
Pedestrian street crossing are dangerous.
I think this would be a cross traffic nightmare.
Why is the tiny Transit Facility so far away from the busses?
Location under the freeway will be very dark and uninviting.
Requires a crossing Hetherton St for connections between bus and train, not safe or functional if Hetherton is going to remain open to cars between 3rd and 4th streets. Waiting for a bus under a freeway will not be pleasant
Pedestrian traffic crossing streets ALWAYS leads to automobile traffic jams as people cross streets without obeying traffic walk signs and dedicated no cross walking lights are not long enough to allow cars to get through.
It's way too spread out and will be confusing for passengers transferring. besides, who wants to board a bus under a freeway? Seems super loud and dirty.
Risk in pedestrians crossing the road between sections of the transit center. Mitigate the risk as much as possible. Why not put the new part where it is on the east side of the tracks vs. the new part under the freeway?
Get rid of it.
I prefer the raised concept better, especially combined with vegetating or otherwise making some use of the canal area below the freeway.
Not good. Get rid of it.
I'd be inclined to put as much under the freeway as possible. If you did that with the buses then put smart train on a bridge that would be optimal

It's a little more spread out. I think dealing with traffic on Heatherton in high traffic times could be more problematic and it maybe more confusing when picking someone up or dropping off as to where they need to be which may create more traffic going around in circles for infrequent users. And may cause more people to have to cross Heatherton which I think is a big mistake!!
Hard to visualize. Seems like it would be high for buses and people to access easily.
Move it to the entire block north of 4th St. Pedestrians going to SMART would not face turning traffic. Both sides of the freeway would feel connected. CitiBank site could be higher value mixed-use development adding to 4th St.
I think this design would heavily impact traffic on 3rd,4th,hetherton,and Irwin streets quite a bit. Maybe dedicated bus lanes around those blocks? Building over the canal may be short sided considering sea level rise
put in elevated walkway from one to the other to keep traffic flowing and make it safer
ped crossing on Hetherton no good, buses turning into center from Irwin will create congestion
Not great having lots of foot traffic across heatherton
Kind of a hassle if you don't know where to find your bus. Hetherton can be busy.
I would eliminate the Train Concept all together, And Create New Transit System Just like a Roller Coaster Track, So that You Could Elevate the Track Above the Road. The cars on the Track would be about the size of a greyhound bus, outside and inside. They ride on the same track as a Roller coaster. I would contact the people who make greyhound buses and the people who make roller coasters, and tell them what I want, and get them to work together to create this New Transit System. It's lighter than a train and the Track can be elevated thereby eliminating all the traffic problems you have created by using trains that are technology from the 1800s.
I like the idea, especially if it relieves the traffic congestion on 2nd and 3rd going on and off the freeway.
insure excellent and safe pedestrian passages and connections.
Adding a pedestrian bridge across hetherton
not build it
This is a bad design. Too far between transfers, safety risk for under freeway buses. Have to cross streets.
This would be very difficult for people with disabilities to navigate
Not clear where parking is located
Unfortunately this proposal takes up a lot of space. Visually it looks like it's "taking over" San Rafael!
Less spread out
Provide super security and lighting to allay concerns.
Pedestrian overpasses to separate people from traffic.
There have been already too many pedestrian deaths here. Adding confusion and forcing people to walk through all of this (unless you build over or under walking paths) would increase the likelihood for injury or death or just property damage collision. Add in traffic, its a nightmare waiting to happen
Include an off-site creek restoration for impacts to existing creek.
Provide a place for Taqueria San Jose
This proposition makes transferring difficult and forces patrons to cross the busy henthorn st. Additionally, many riders will be forced to wait under the highway overpass which can be grimy and overall uncomfortable. During rainy days I can see grim from the freeway falling on waiting customers. This proposition makes transferring to the train unattractive.

I don't like having to cross busy Hetherton to get across the site. Not a fan of seeing the taqueria go. That place is always busy. Access to parking for French Quarter shops is cut off. Would like to see that addressed.
Open Hetherton more. This would impact traffic too much
no suggestions
How will pedestrians cross Heatherton safely? That is essentially a freeway off ramp.
Public Plaza? I don't think anyone would want to spend any time surrounded by buses coming and going. That's the kind of place one wants to leave immediately.
the distance is just too far for some, the safety for others is really bad
I think for Earthquake safety and ease of access of the buses, the design is probably not a good idea but a throwaway design like the previous one to steer people towards the more rational designs that still have problems but to get people to complain less about those options.
I wouldn't put it there
I am very interested in what you are trying to do here, but you have done it very clumsily.
Everything - this will make for a horrible rider experience
It looks like it would make traffic on Heatherton a nightmare
No change
Locate parking at station. No mixed use at station.
Scrap it.
I wouldn't put it there.
Build a 2-story parking lot. Put a pedestrian bridge over Heatherton, connecting the stations.
make it readable.
Try to get the structure on the same side of major streets. Traffic will potentially be worse due to pedestrian crossing times.
eliminate it
doesn't require need to
Traffic is bad enough with smart and buses on hethertorn now your going to add a bend to the road reducing line of sight and slowing people even more. With buses crossing the streets making wide turns and trains blocking roads in the opposite direction the entire area will be grid lock every morning and night.
Main concern is Traffic I will never use the system
Can't say because the drawing is to vague
A center roundabout or gather place and kiosk with transit orbiting the center space.
not split bus station on both sides of hetherton avoid losing businesses (san jose taco shop)
It would help if you had a written description under the picture to describe the layout.
Not sure, because I don't understand the concept

Add a pedestrian footbridge (or subway) for foot traffic crossing Hetherton.
Overhead walkways so that pedestrians are not slowing down auto/bus traffic
There would have to be over crossings to avoid danger to pedestrians
N/a
zero
I would look at the opportunity presented by the area between 4th and 5th, too. Note that it would be even better if all buses are under the freeway
I would toss it out. It will make the whole area in that square even worse in traffic just more spread out.
Keep it all on the same side as a two-story center
The connections are too far apart. Don't like crossing at Hetherton. Under the freeway will be dreary.
it would be a good start to completely eliminating the downtown "business district" which is really just restaurants & nail salons, along with all the wasteful low density housing in the Montecito and Dominican neighborhoods.
I am against this concept. Too tight a space for buses, too many traffic and pedestrian challenges
Needs to not cross Hetherton, or pedestrian safety upgrades will have to be evaluated.
Reduce complexity, Keep things simple
Narrow Hetherton St first, 3-5 lanes is too wide to safely cross while transferring.
Will it still be possible for 101 and 70 southbound to exit and enter freeway just like right now? How about northbound?
What is the advantage of this?
Nothing.
Allow bus access from the eastern section of the transit center (the section between Hetherton and Irwin) to 4th Street, mid-block - through the proposed pick-up/drop-off zone. Specifically, allow northbound buses (ie. 70, 101, possibly others) to enter the transit center directly from Irwin Street, access one of the first stops, and then make a sharp right onto 4th Street so that they can quickly return to Irwin and their northbound direction. Such a design would help to speed up transit travel times and help make public transit faster and more efficient. It appears that such a design would work between existing highway support pillars.
I strongly dislike this concept. It requires transferring passengers to cross busy Hetherton Street, already known for pedestrian fatalities. It impacts existing day use parking below the freeway.

Pedestrian safety must be addressed at hetherington
It is not a center.. it is a mess- very hard to cross. The is not a preferred option.
Same as above.
Get rid of the "Heatherton Shift Option" - movement of traffic in this area is already to challenged.
Still need 2 right turn lanes from Heatherton to 3rd.
Still have that Pick up/ Drop off between 4th and 5th Street, this Pick up/ Drop off location should be between 2nd & 3rd. Again, I do not like increased bus traffic to 4th Street.
Pushes the bussed to far up Irwin
Having buses exit onto Irwin is horrible idea based on current traffic congestion back/up on Irwin. There is heavy traffic flow heading east on 2nd turning north onto Irwin to continue on 101N or to Dominican University or Coleman Elementary. The AM traffic on this route is already insane, this would complicate this pattern even more!
Not have so much of the complex under or as close to the freeway.
I would toss it. The distances are too far for easy transit transfers.
All that's going to happen is people who drive to San Rafael to travel on buses to other locations won't bother with the buses at all. We'll just drive all the way to where we're going.
improve pedestrian access and minimize creek disruption
Dont like that buses cant turnaround in station - alot of bus circulation would be pushed to streets. Island on hetherton seems unsafe.
Don't build anything under a freeway that will collapse in an earthquake and be noisy for the passengers.
I'm concerned that there may be more public safety issues with the transit center being under the freeway.
You are not utilizing the current location. Better to use the current block Heatherton to Lincoln and this option plus the proposal still contain two sets of rails.
Everything. This takes away the under freeway park and ride. The bus stops across the freeway are too far from the SMART train station
Car movement from Hetherton to 3rd seems problematic. Ped movement across Hetherton seems problematic.
Make sure pedestrian conduit is more robust than just a street crosswalk ... perhaps an over-street walkway
Prone to earthquake damage, freeway accidents causing center to close when it involves dangerous materials. Wouldn't use it.
concern about crosswalk across heatherton
Move Transit Facility. Under freeway is uninviting, dark, and noisy.

5. What do you like about the 4th Street Gateway concept?

I like it. Like the location. Very central.
This layout looks very easy for riders to navigate to find their buses and trains, and it keeps things fast for S/B freeway buses. When arriving by train it's very easy to see if your bus has already arrived (and therefore if you should run to catch it!)
Best design for transfer to/from SMART train and GGT buses.
Retains a single-story development
nothing
Provides north-south bike path to Tamalpais Ave.
It's ok but it is not really the direction most people are taking to get downtown
This is my favorite but I have not totally studied the options. That being said I would really like a welcoming entrance to downtown SR. Some historical character would be great in the design. Thank goodness the old Whistlestop/train station building was saved! I want to note that I take GGT busses everyday in my commute to the city. My bus is #27 so I go through downtown and the transit center everyday.
Gateway sense of entry. Not having to cross Third, although Fourth is still a very busy street. Internal logic of bus bay locations, versus those in other concepts that are strung out along even more on-street locations than just Heatherton. Needs to leave Whistlestop building as a location with strong transit customer service and connection.
Close to station.
Anything that moves the focal point away from 2nd and 3rd would be good.
Not sure I do
IM not sure what was different here at all...
Good idea
I like that the busses are on 2 blocks, and the depot can be repurposed.
Doesn't cross hetherton
Slightly better than Option 2. Think I like "gateway" feature, but am not dead sure how it work.
Shifts all traffic north of 3rd and relieves the vehicle vs. pedestrian issues at 3rd and Hetherton. Keeps almost all bus parking off of city streets. I like the enhanced gateway design on 4th St.
I like this idea. Can it also work shifted one block south using spaces between 2nd and 3rd and 3rd and 4th?
Gateway into Downtown. Opportunity to create a welcoming center that is pedestrian and bike friendly. Preserves opportunity for existing Whistlestop building to be a supportive use -- especially for bikes -- would be great to have cafe/bike service station and visitor information.
I like the bike access, and pedestrian experience.

I like this plan the best because of the thought put into the "Gateway Feature" for San Rafael. I like that there is a public plaza, making the area more pedestrian friendly and attractive. I think it will have the least impact on traffic in the area.
crossing 4th street is less terrifying than crossing Hetherton, happy to see the pickup/dropoff area
One level, public plaza, safer crossing 4th, busses next to train station
keeps 2nd Street free of transit center traffic
As with the other 3 concepts, it keeps the Whistlestop building as part of the plan. Keeps the buses closer together for transferring travelers.
see #1
Avoids overhead buses and includes public space, but this space is adjacent to a busy road that is dangerous for pedestrians. Gateway space would be better adjacent to the Whistlestop building.
Nothing.
This seems to be a fairly viable option with the exception of disposition of the Bettini site and loss of two fine Queen Anne residences on the south side of 5th Avenue. It results in consolidation ownership of the properties between 2nd and 5th along the west side of Hetherton for the eventual implementation of a mixed-use transit terminal precinct when the SMART tracks are elevated in the future. This is a good and forward-thinking strategy. Additionally, unlike the two-story transit center concept, vertical construction is limited allowing for reinterpretation in the future as social and technological impacts on transit are sorted out.
Public plaza/gateway feature, potential to develop current TC site, encourages more east-west vehicular traffic to take 2nd/3rd, rather than 4th.
Better than option 1 & 2. Clearly better than under freeway or stacked.
The configuration of the boarding area is nice.
I like the 2 right turn lanes from Hetherton to 3rd
All on west side of Hetherton
I like how this is fairly compact and that the reduced number of cars on 4th because of the no right turn would make crossing safer and make the transit center feel more connected.
A possible alternative to a two story consolidated which I favor - less impact than across the freeway concept
Nothing!
Integration of a bike path and that the transit center is more or less in a seamless line
More central focus on public transit all in one place.
public plaza, bike path, bike share/parking, gateway feature
seems OK with minimal impact to the area, but impacts the visual appearance of 4th street. are busses crossing 4th street to go from one side to another? that might create conflicts.
One level and it's adjacent to the train station

This makes the most sense of the three by spreading out the transit area but keeping it away from Irwin, which would be a nightmare for traffic heading to northbound 101.
Compact between 3rd and 5th. Safer for pedestrians not crossing Hetherton. Eliminates any huge upper level. Open and safer from crime?
Nothing.
I like that it frames 4th street as a gateway
Compact and efficient. Easy to see the different platforms for way finding.
I cannot decipher this illustration. Too tiny, no explanations.
Provides 19 bus pads.
It seems more in keeping with the flow of San Rafael in general.
I like. 4th St traffic both going East and West is unimpeded unlike the Whistle stop Block Concept.
Central location
With two turn lanes onto 3rd, this may be best option to minimize traffic.
Bike path is good
I think you are assuming that our bed some other document before filling out the survey
Closer to down town where many of the ridership goes.
4th St has much less traffic than Hetherton and could be crossed much easier by pedestrians and cyclists.
Looks more feasible Too much downtown traffic though
Integrates transit to 4th Street without going under dark freeway. Creates options for urban renewal of downtown San Rafael. By far, this is my favorite concept.
The gateway feature, it's good "placemaking"
Efficient use of space. Bus stops logically arranged. Open plan.
I cant really see the point of if.
I don't like any part of this design.
Seems fine. Train stop close to bus stop.
Very little. It greatly limits the sense of walkability on 4th. It prevents right turns from Hetherton SB. It makes the Gateway a bus yard.
I think this concept makes most sense.
seems pretty compact
I don't
good traffic flow
Ok

Public plaza element-- there are really not currently enough places to wait in peace and comfort. Hopefully there will be decent, refurbished amenities --
No matter what, the Train Concept is outdated and will only create a huge traffic problem in downtown as you have already seen.
same as now. it will back up traffic.
Retains similar layout to current center
no opinion
Cheaper than the two story and transfer close together.
This is far easier to understand. I do not understand why the train station isn't being restored and utilized though
also allows for expansion in the future
Low profile and more compact than previous concept.
Bus and train access are close together
Better integration of busses and trains. Layout seems more logical and spacious
Think it solves the height problem some would have, but seems like it is forced. Like you are making this work with the space you have and are creating more of a traffic nightmare
Large plazas.
Moves station back from 3rd and 4th streets
Nice, simple layout. Provides easy connectivity with the smart train.
incorporates the bike path, though I don't see how it would connect to the south. Proximity to SMART.
compact
I like how this concept is all on ground level and therefore not as imposing. I also like how convenient train/bus transfers would be. I like the bike path.
That the buses are spread out a bit and yet closer to the train platform; and you've taken bicycles into account.
Too hard to visualize. Need a 3D drawing to understand what this looks like.
no stairs, no levels but something looks odd
This is my number one choice of the four alternatives
I like the name of the project. I like that there is a small distance between Smart & the buses though if I were taking transit from SF, when the route is completed, I'd be taking the Larkspur Ferry to the Smart train so this wouldn't matter as much to me personally. I like that it's supposed to create less bus traffic along city streets due to efficiency.
unsure. I feel it would be even more impactful to traffic only now it would be spread from 2nd to 5th streets.
See 4.
It accommodates everybody without requiring much change from the status quo. The gateway feature is an added bonus, and I love that there's room for a bike path.
I like that it is all on the west side of Heatherton and all one level. This option, to me, is the most ideal.
Public space, if patrolled.

Not much.
This is the best design.
Simplicity. All the bus bays are on the same side of Hetherton.
Everything is on one side of Hetherton.
I like that its all linear and easy to navigate. Simple and straightforward
compact, simple, unobtrusive, like plazas
I like hat your at least putting the bus station next to the train starting and not forcing all the people to cross streets.
Nothing is explained. I do not understand how anything works
Poor use of space, sprawls.
Easy to follow the layout. Each area is clearly defined.
If you clean the "Gateway" up. Garbage, homeless, drunks, drug addicts. A general run down appearance and stop letting the businesses paint the storefronts in neon ugly colors.
I like the Gateway concept since this is what people first see when they enter downtown San Rafael
Keeps the transit center to areas that are already considered mostly given over to public transport. Simpler option.
like it would be the least difficult/costly to develop
It's a good compact design, could work
least change
This plan keeps buses and the train all together. It is similar to existing.
If Gateway means above the street walkways then I like it
I like that this would keep the transit center close together, but I worry about transit riders darting across an already busy stretch of road
This is my favorite. I like that everything is fairly close together. The only street to cross for connections is 4th, which is safer than Hetherton
It seems this is the one you are pushing for as I see on the cons and the pros.
Although I oppose any expansion of the existing oversized, congestion creating mess, at least this might only make the already impacted areas worse, instead of expanding the congestion zone.
N/A
Not sure what the point of this is. Is it safer for pedestrians? will it improve traffic log jams (like the turn from 4th Street to Heatherton to get to the transit center)? If so, good.
Gateways are a fine way to welcome people to our city
The continuous bike path around the site.
Not far from each other, easy to navigate.
I like that it is including some bike baths.
Gets the station away from most of the traffic.
It best supports 4th Street, the heart of San Rafael (and Marin County). Also, it allows southbound buses (ie. routes 70, 101 and others) to not have to exit from/leave Hetherton Street (and thereby keeps or maintains a

well-functioning aspect of the current transit center's design - and doesn't add to transit travel times for these lines). In addition, this proposal keeps pedestrians safe by not requiring them to cross multi-lane one-way streets when transferring between buses or between the bus and train.
No impacts on existing day use parking below the freeway.
Better use of space between 2/3.
All aspects as close as possible.
Doesn't affect 2nd and 3rd Street automobile traffic as much. More consolidated bus bays, all bays are more visible to the rider for transfer option, although crossing 4th may be problematic. Opportunity for improved architectural feature on 4th Street, dedicated bike route through the site.
Seriously hate having buses on both sides of Fourth St. - dangerous for bus passengers who WILL be endangered by traffic (will also most probably J walk across that narrow of a street).
I like this one too. Bike Path looks good. There are 2 right turn lanes onto 3rd from Heatherton. Great! Buses have more time to merge before the freeway.
4th Street Concept - Last Place - The worst concept.
Nothing
not 2 stories
It has a good use of space and looks organized and easy to understand.
The mixed use and public space, and the access to buses for passengers
Might resolve the west bound on 4th issue.
Nothing.
somewhat more pedestrian friendly
Seems like the station is clustered in the right location downtown. Seems like there is opportunity in the transit plaza. I like the pathway connection from hetherton over to 4th.
At least it's not underneath anything.
I like this concept the best. I think it allows for a cohesive design in concert with the train station. I like the gateway feature alot. I like that this allows for the Whistlestop building to potentially be developed into another use down the road. Ingress and egress looks ideal considering the conditions. I like the public plaza element and bike path as well.
Nothing liked at all. Worse design idea of the presentation.
Bike path Bus stops are close to the SMART train
Use of underutilized land, location across 4th street (instead of across 3rd and/or Hetherton), new plaza space.
Best option
Like it, close to SMART.
Like this concept best as it provides a gateway to town and will complement housing and mixed use development at the beginning of town
Operations and transfers are contained within 2 blocks.

6. What would you change about the 4th Street Gateway concept?

?
Why not use the block between 2nd and 3rd instead of the block between 4th and 5th? It feels like a good portion of the existing transit center could be retained in-place instead of transforming new space.
I'm not sure about how specific bus routes will enter/leave the station. Traffic currently impact arrival times significantly. I would hope that GGT would address this with future timetables. Also, the 4th street crossing may be a problem. Police need to ticket jaywalkers and red light runners to increase safety for all.
I think 4th street would become more of a traffic disaster with the center spread out
not consider it
I'm not in favor.
I have not studied it enough but I just want to make sure it presents a welcoming structure for SR. We do not want it to look "cookie cutter" but want to incorporate some historical aspects.
Need a more adequate drop off zone. Need better bicycle route, with better flow from block to block, especially though to the McMahon Path.
Traffic congestion
Would still like to see elevated pedestrian crossings.
Probably everything...this one to me seems like it would affect traffic the most!
... whats different from the previous concept here?!
instead of using the block north of 4th, incorporate the current station. Again, pedestrian overpass. Why is this not mentioned in any of the plans? Build it with an elevator and stairs instead of a ramp to conserve space.
Traffic implications of hetherton changes both for ped and car use.
Not sure exactly.
Eliminate street-level pedestrian crossings on 4th St. Crosswalk indicators appear to have not Hetherton crossings at 4th St forcing pedestrians from East S.R. to cross only at 3rd or 5th. Really don't like the elimination of a right turn from Hetherton to 4th which denigrates the gateway concept.
Be certain pedestrian and car safety crossing 3rd 4th and 5th so cars can turn and people can cross easily. May require improvements on traffic flow east of 101
incorporate closing down Fourth Street to car traffic and making it pedestrian zone from Hetherton to A street!
Would love to see an option to remove pedestrian traffic from 4th (or alternatively remove vehicle traffic from 4th).

3rd Street still having to navigate traffic flow
Move the bike share location to the southwest corner of 4th & Tamalpais Ave, as in the Whistlestop Block concept. Use the location (on the SE corner) for a small plaza that would create a quieter place for people using the Whistlestop building. Widen West Tamalpais Ave between 4th and 5th streets and add there, the 3 bus stops that show on Hetherton Street. This way, the south-bound right turn lane on Hetherton Street onto 4th is kept open. Or use some of the existing bus stops on the block between 2nd and 3rd Streets on Hetherton St. Why is that location not considered in any of the concepts?
I would not consider this option at all. The two Victorians on Fifth Avenue are also a "gateway" image from the southbound 101 Central San Rafael exit.
See #1
It demolishes historic residential buildings on 5th which are historic resources that are being reused for business, and are currently the only aesthetically pleasing element of Hetherton.
Retain the Bettini site for interim uses including park and ride and queuing of for-hire vehicles. Determine if an option exists retaining the two Victorian Houses on the south side of 5th Avenue or consider relocating them to bookend the corners of 4th street at Hetherton to form a gateway to Downtown. These corners are not particularly promising as public open space due to unmitigatable traffic and noise impacts. Also, they would not have supporting uses around their perimeter (retail, dining) to activate them. Where the bike storage is shown next to Whistlestop on Tamalpais is likely the best location for a public plaza particularly if the portion of the Whistlestop building (former NWP depot) next to the plaza becomes a cafe. While preservation of the 5th Avenue Victorians may seem trivial to some, they serve as an inviting gateway to downtown and are a key part of an urban design strategy for Downtown. This strategy saves the best of our historic bones and builds upon them as we evolve into a more dense multi-modal town center with a higher quality of life. Relocation of the houses to Fourth Street is not a typical focus of a transit agency, however, having a private developer do this as a term for a ground lease may be a suitable strategy particularly if combined with the Whistlestop NWP Depot. Air rights from these buildings and other open plaza space should be retained by for a future project on the remainder of the Bridge District property.
Pick-up/drop-off on W Tamalpais and proposed bike path aren't compatible with planned NS Greenway (bike) connection.
Build more transit options by moving whistle stop and opening it up to public. Reorient some bus pads and Uber/lift drop area to in front of new transit terminal and Make area inviting for people coming from 4th street.
I don't think this is a good use of the prime real estate between 4th & 5th Streets.
I don't like the North/South crosswalk across 3rd at Hetherton.
Put more housing and parking near this area.
Not allowing cars to turn right onto 4th will make the traffic on 5th and 3rd worse than it already is
Remove buses parking on Hetherton St. Traffic is bad enough as it is!
4th street might still be a barrier to making it safe for users, is it possible to close this part of 4th street so there are no cars going through the transit center?
Make two right turn lanes from Hetherton to cross streets to ease traffic flow.
the access for bike/ped on the surrounding streets needs to be addressed in any and all of these concepts.

<p>I would move the gateway plazas to be away from Heatherton and closer to the trains and use them as the strong crossing of 4th street between the two transit facilities not as an image plaza that no one uses in the island of busses against the freeway. bike share at the location of the whistlestop plaza is not a good idea.... It seems that you could have a option which is only between 3rd and 4th and uses Heatherton and Tamalpais and not block from 4th to 5th. just eliminate the plaza and the transit facility building and buy the whistlestop building instead. or rent out part of it.</p>
<p>Instead of the public plaza and transit facility, why can't we place more buses instead of using the section from 4th to 5th St</p>
<p>Why can't more of this center be moved to the empty area near Francisco Boulevard West / 2nd?</p>
<p>it is not OK to have NO RIGHT TURN from Heatherton into 4th St. Options that require commuters to cross 3rd, 4th or Heatherton St are bad. That just leaves Option: "Whistlestop Block". (But not if it reduces 3rd St. to 2 lanes !)</p>
<p>I see more sprawl and more traffic delays to get on 101 south with this design.</p>
<p>Put all the bus pads between 3rd and 4th</p>
<p>Provide decent shelters from rain and wind on the platforms.</p>
<p>This design spreads the bus pads over two blocks with a busy road separating them (4th). Connections could be problematic. Bus pads on Heatherton would block turns onto 4th and effectively make Heatherton a 3 lane road There is little parking near the terminal. No obvious pick up/drop off areas (cross the tracks?). The space to the west of the terminal would be ideal for parking structures as a "proposed future use". Possibly even a high enough structure to bridge the SMART tracks.</p>
<p>Pedestrian street crossing are dangerous and disruptive to vehicle traffic.</p>
<p>Appears to be too small.</p>
<p>4th street should not remain open to traffic if this option is used. Any option that requires crossing an active street is unacceptable. It is dangerous and makes the connection process burdensome</p>
<p>Bus boarding areas seem disjointed</p>
<p>Not sure why the existing location can't be used vs. the new part between 4th and 5th</p>
<p>Eliminate right turns from Heatherton to 4th St. Drop off and pick up location looks like it would not be convenient. Uses too much land.</p>
<p>Add design features that enhance the "gateway" to 4th Street.</p>
<p>I prefer the raised concept because of the more efficient use of space. This seems too close to what it already looks like now.</p>
<p>The Public Plaza could attract homeless and become a nuisance. This area will need to be carefully designed with adequate lighting.</p>
<p>Minimize size to minimize impact</p>

I only see one pickup/drop off place. You have buses pulled over on Heatherton. The design still causes passengers to cross 4th more often. 2-story design is most efficient.
Drop it from consideration.
I would leave the turn lane on hetherton as it is (4lanes). Crowding it down to 3 lanes will cause potential problems backing onto the freeway.
?
Zero imagine - it's compounds the problem today
gateway feature? Is it needed?
Ok
Why not have a second level for other uses?
Forget about the 4th street concept. Adopt my idea of a new type of vehicle and track. Lightweight and flexible. Individual cars that hold the same number of people as a greyhound bus. Mounted on a Roller Coaster type track that can be elevated where needed and curved where needed.
see above.
None.
not available
Crossing the street is going to disrupt traffic and be dangerous for pedestrians. Some kind of pedestrian bridge?
Knowing this area, I am concerned that historic building would be destroyed. At the same time crossing the street could be a hassle for many people with disabilities
Nothing, I really like this proposal.
Righ turn access onto 4th has to be included in any alternative. Otherwise, traffic will back up to 5th, and Mission St., and really mess up traffic flow downtown.
Pedestrian overpasses across Fourth Street.
I see lots of confusion with this plan. I think your best bet (even though more expensive) is going up. Takes traffic (if even temporary) off the main streets during peak times.
Provide relocation for displaced businesses b/t 4th and 5th.
Does not do as much as other concepts to reduce congestion at 3rd and 2nd streets
The pick up/drop off location forces customers to cross the train tracks. I can see there being conflicts between private vehicles and busses using the side loading platforms on hetherton st. Bus patrons are being forced to cross 4th st which can be dangerous, and also increase traffic on 4th st
I do not like demolishing the bagel shop, nor especially the two beautiful victorian buildings along 5th. That should be a non-starter, in my opinion.
Too much impact on Hetherton again. Not enough space.
Too small, impacts to traffic flow too much
Bus terminals along Hetherton look constricting.
The placement of the pick up/drop off area means that everyone making a connection to transit has to cross the tracks.

Not sure.
unsure
See 4.
Consider extending the bike path further south along Tamalpais behind Whistlestop to connect with the bike lanes being built now north of the Cal Park Hill Tunnel. Don't leave a gap! There's nothing worse than a well-intentioned bike project with gaps.
Close 4th street to all traffic other than buses between Tamalpais and Heatherton. Obtain the block between 2nd and 3rd and Heatherton and Tamalpais for future use.
No mixed use. Paking at station.
Scrap it. Divided location too confusing to occasional users.
Add a parking structure. Close-off 4th St. to auto traffic between Hetherton and Tamalpais and turn West Tamalpais between 4th and 5th into a pedestrian mall. Cars still have free flow-through on 3rd and 5th.
what is a french quater?
I think having so many pedestrians cross 4th street will hold up traffic and cause more disruption.
nothing
I believe this to be the best option thus far, however three buses on herterton would definitely impact traffic more than I would like to see.
Main concern is car traffic
I would like to see fixtures for resting maybe a misting area for hot summer months.
avoid losing businesses (bagel shop)
The backup onto the freeway. You need to work on keeping traffic moving off of the freeway and not at a standstill.
Not sure
Slightly reduce the size of the plaza.
I don't like gateway being on 4th street.
A dedicated onramp for just buses on to the freeway
zero
The crossing of 4th Street is a hazard to pedestrians and it appears that all buses must use 4th street, which is a lot of added traffic in one spot. I would also point out that the "Future Mixed Use" site are terrible for development. They both need parking, one is very narrow, the other isolated and adjacent to a huge freeway. Neither is likely to have much value and I hope no one is kidding themselves as to their value to a private developer.
i do not know

Add more opportunities for pick up/drop off
Move the Whistlestop to another area and create the public plaza there. Make more parking structures to 2nd st.
confine it to the existing transit center, and reduce high density housing in the city so that it might be reduced yet further in the coming years.
Disturbs two adjacent blocks in a very densely trafficked area with pedestrian crossings of three extremely busy streets and two left turn lanes - a major pedestrian hazard in a highly trafficked area.
It's all about pedestrian safety and less traffic impact for me.
Keep the two Victorians slated for demolition
Plazas are nice, but short bus transfers are nicer. Moving some of the buses into Hetherton's right turn lanes onto Third would make transfers easier.
Make sure pedestrian crossing will be safe.
How at all is this going to relieve the traffic??
Not enough drop off space.
I'd want multiple stories of housing (or offices) built above some or all of the bus bays.
Dislike that it requires transferring passengers to cross busy 4th Street.
It's not large enough
4th street will be a huge mess with traffic congestion
Why not use the 2nd to 3rd block? That is the best location for a transport hub.
Relocate the Bike Share Parking into the Park Plaza or near Transit Facility.
Ditch it.
Horrible defeats the Gateway to San Rafael desire and places bus traffic on main 4th Street roadway. This blocks access to 4th Street. Will also increase traffic on 4th, 5th & Mission Streets.
the majority of crosstown traffic uses 3rd and 4th streets when heading west. this idea would severely impact this route as it renders those 2 paths almost obsolete given combo of bus turnouts and SMART train barrier timing
Nothing really., I like it.
Try to ensure east west traffic can manage to flow
See prior comments
disrupts car and pedestrian flow on 4th st
Concerned about bike and ped safety on 4th st. This is a designated bikeway. Look at that carefully.
Danger to pedestrians crossing fourth street. Not a good idea.
I can't think of any changes. This is the best concept.
Worst idea as this design nows routes buses through 5th and 4th steet. Best to keep buses as current drivers (both professional and civilian) are use to...contained to 2nd & 3rd.
Separate access to the transit center and right turns on 3rd street from Heatherton
This is best option. Consider additional pedestrian upgrades in the area, particularly under the freeway.
Nothing.
Make it completely carbon neutral, run electricity for lighting with solar batteries Move public space closer to town, make space available for town square activities, perhaps where bike space is switch
Bike path seems like an after thought (& it's not labeled in other concepts).

7. What do you like about the Whistlestop Block concept?

Like this the best.
Centralising everything on one block makes navigation much easier, and the conversion of Tamalpais to a bus-only street mitigates pedestrian danger.
Not sure yet. I am the least clear about this design - what will it look like with buses rolling?
nothing
perfect
Leave it as is
I don't like it. No visual appeal.
Can use as a starting point for smooth flowing bicycle route from Mission through site and on to McMahon path. More adequate Drop off space.
Close to station.
Could be nice to have a visual setback to create more of an aesthetically pleasing gateway into the city.
Nothing
...Look if you are going to do this one, might as well just leave the transit center where it already is located.
This is my favorite of all, especially of can use the depot. Busses on 3rd could be good for buses heading to West Marin. Also eliminates people crossing 3rd and Heatherton, helps with traffic.
Almost everything
Like idea of mixed use residential.
Eliminates vehicle vs. pedestrian conflicts at 3rd and Hetherton.
I like the idea of a compact center
Like this concept, but concerns about increased traffic on 4th. also, miss opportunity for increased plaza gateway area.
it's relatively consolidated
I'm a little confused about this plan because I don't understand what route the buses with terminals on 3rd street will be taking.
doesn't require us to cross any terrifying streets from bus to bus
This is the best
Utilizes existing former train station
The area on the SE corner of 4th and Tamalpais Ave could be a small plaza for passengers and locals to linger. With the historic Whistlestop building saved and repurposed, a terrific gateway to our city can be created.

See #1
Confines construction to a small area and avoids overhead buses. Tamalpais is already used for bus pickup so this is a good location.
Bus and train passengers are all contained in one area and don't have to cross Third. Plus, if the NWP train depot becomes part of the transit complex, it would make the whole station area a really welcoming gateway to downtown.
It seems to be fairly efficient in terms of land use.
Bikeway on W Tamalpais from 2nd to 4th Street, potential to develop current TC site, convenient transfers, small footprint.
This is fine. Again move whistlestop so building is a terminal.
Very little.
Nothing
Bus pick up and drop off, best of the options
Again too spread out, confusing, higher impact on local businesses and private properties in vicinity. Also some buses on third are in a flood zone which is not a good idea
Keeps everything pretty much where it is today.
Makes transit center more compact and central to public transit.
Can't see what's different from current?
Keeps the footprint small and impacts least amount of site. Tamalpais could be a transit bike way only. Dont put busses on third street, impacts development too much.
I like that it doesn't go into 4th and 5th St
This looks as though it make sense, too. Keeping traffic away from the east side of the freeway is essential.
Compact. Is there enough space for all buses plus taxis somewhere? Not cross Hetherton and under dark freeway.
Options that require commuters to cross 3rd, 4th or Hetherton St are bad. That just leaves Option: "Whistlestop Block". (But not if it reduces 3rd St. to 2 lanes !)
I don't see any benefit here. No parking and it delays the ability to get on 101 south.
Nothing
very compact but finding buses on Tamalpais Ave is going to be difficult
I cannot decipher this illustration. Too tiny, no explanations.

The best plan. Provides 17 bus pads. It is compact and keeps everything within a block and a half - with some suggestions below. Another point, the plan allows busses at the terminal to exit via a right turn onto 4th and from there via another right turn onto Hetherton and the freeway entrance or via a left turn onto Irwin to the North bound freeway (lights at Irwin would need to be adjusted to expedite the transit left turn).
Don't like it.
I don't like it at all.
Nothing
Contained and close to 4th, no two stories.
Most of the bus pads are on the same block as SMART. 2 blocks of Drop Off/Pick Up.
I am not a big fan of this.
Similar to Gateway concept.
more clarity.
Separate area for whistlestop
More compact and fewer people crossing streets.
Bus stop close to train stop. Seems compact.
It consolidates transit around the SMART station. It allows some buses from the east and west to not cross the rail tracks. It could support revitalization and re-use of Whistlestop.
Not much.
compact design
Don't care
contained, small footprint except for 3 rd st.
Not sure about details but looks good
Not sure.
All these concepts stink.
it's alright, nothing special.
Combines all transportation options to one location
lots restores the idea of the original train station
Best design. Everything is close together making transfers easier and less crossing of streets.
I like that most of the buses are on the same block
Similar to previous concept, I also like this.
Everything is close.

Nothing.
Not a fan
Compact. Simple.
I admire the compactness of the design. It's evident that the focus of this design is to provide seamless transfers between bus and train.
I like the complete accounting for the bike path (assuming there is a connection between Tam and West Tam). Love that there is no need to cross a street to access the entire Center. I like that it opens the current site to additional mixed use development (more housing is great!). I like integrating the Whistlestop building into everything going on in the area too. This is a really great proposal!
Limited impacts, compact
This concept is my favorite because of the accessibility that all in one block would provide and especially with the protection of the barrier between Hetherton and the adjacent bus terminals.
Good pick up/drop off location. Might be less clogged in traffic - hard to say.
Too hard to visualize. Need a 3D drawing to understand what this looks like.
This is my number two choice of the four alternatives.
I like people not having to cross city streets to make transfers. I guess I like the smaller footprint. I like the incorporation of the Whistlestop Bldg. but I don't think it's necessary in and of itself. I guess I also like that it's supposed to provide convenient access to fourth street from most bus bays.
Seems more compact, but still believe the new center will bring even more traffic to an extremely congested area.
Without a short para on these different concepts the poll is absurd.
Better experience for passengers than the across freeway and two-level concepts, but less compact than the 4th Street gateway.
Only that it is all on one level.
Single level, all contained in one space. No street crossing by pedestrians.
Compact layout.
Keeps the entire project on a single block site.
Don't like.
This is the best design. It repurposes what exists and enhances the space by extending bus bays along 3rd St. and Tamalpais. It keeps transit connections and transfers in a more clearly defined area and on one level. Probably the least costly of all designs.
Minimal impact to current transit center.
Of the 4 this is my favorite. Compact and easy to use with a pick up drop off. The gateway to downtown is a nice touch,
compact, but maybe too close to freeway

You took buses off hetherton which is great but dang do you have an unlimited budget. There are a lot of businesses there that you would be forcing out.
All in 1 block
Mixed use is near smart train station.
keeps bus stops together
Not much. Keeps most bus traffic close to the one block.
Good option
its fine
Not much. I do not like buses on 3rd Street, the taking of the little strips of land is likely to be rancorous and expensive, and it is a shame to use Tamalpais this way.
I do not understand it enough to comment
I like this idea the best. The Whistlestop block is underutilized by traffic and this would prevent pedestrians from further congesting 2nd street.
Most of the action is confined to one block.
Whistlestop becomes more useful.
it appears to be the least invasive into surrounding areas.
Pedestrian crossings are safer. Historic NWP Depot building regains its traditional role as a transit hub. Please make this happen! A public-private partnership with transit usage in the depot building would bring focus to the SRTC, and would create an apt welcoming gateway to the city.
NO. Looks really small.
potential for becoming an open market like on the Embarcadero in SF
Nice, compact site for easy transfers, also the extra bike paths.
I like the bike path considerations, and expanding the stations out a block might relieve some of the 3rd and heather ton traffic?
Keeps everything compact.
I like that some of the bus stops are on the street (specifically, stops on 3rd Street and Tamalpais Avenue). This is an efficient use of space and allows buses to quickly access bus stops and then continue on their journey.
1. Does not impact existing day use parking under the freeway. 2. Apparently does not impact existing businesses.
It would only be acceptable if Tamalpais were closed and more of the Tamalpais to Lincoln block used for the center.
Do not like the visual separations between the bus bays, it seems confusing and inefficient.

Use of the historic Whistlestop building for transit related purposes.
Not much.
Whistlestop Concept - 2nd Place. But why move a block north? Lower costs would be to remain at current location and move west. If the concept is centered at the Center's current location it could be the very best concept with many benefits including not altering the current bus drivers routines.
Combining all transit, bus and train in one space seems to be efficient
seems least disruptive of plans proposed thus far
It's all contained on one block thus keeping everything in the same vicinity.
It is all on the same side of the freeway
Same as 4th
Nothing
one block , somewhat pedestrian friendly
good use of Tamalpais for bus loading. I like the little pedestrian-protecting islands along the crosswalks on the 3rd and 4th street sides. the bike connection from 5th to Tamalpais looks good.
Less danger to bus passengers.
I like that this consolidates the transit center into one block.
This is good. But I don't understand why not build this on the center's current block and just expand west to Lincoln? Seems this just is moving the center one block north for no true reason and increasing the amount of money citizens will paying for this project? This proposal maybe best of the 5, except for that stand alone isle for pickup on Tamalpias. I don't understand the need to move one block north from the current location and abandon the current facility, except perhaps the proposed future mixed use and residential adding to tax base and politics.
The transit center is now centered around the SMART train station. There is a dedicated bike lane on Tamalpais Ave.
Efficient use of space, potential reuse of Whistlestop building.
2nd best option
Like it. Close to SMART.
bus bays on 3rd would need shielding from the road traffic Like gateway feature to town like that it is shielded from Heatherton
Customer Service located inside Whistlestop.

8. What would you change about the Whistlestop Block concept?

There are no on-Hetherton bus stalls, and the 3rd-street stalls feel tacked-on. Perhaps the 3rd-street stalls could be relocated to Hetherton frontage? It might have to be between 2nd and 3rd, but there should still be good visibility from there to the other stops.
Not sure.
Do not make 3rd St part of the center, that would be so counter to the goals of streamlining flow in the area.
nothing
Paint bike lane continuous from Mission to 2nd.
I'm not in favor.
Nothing
I don't see anything as a welcoming to downtown SR. This is an opportunity to correct the current transit center.
4th & Hetherton bus bay is three blocks from the bay at Third & Lincoln. Too Far. Move bus bays off of the much too busy Third, and get them closer to heart of center. Use the eastern half of the block due west of Whistlestop to move two lines of bays (those proposed for Tamalpais and for Third) off the streets, thus permitting riders to cross the least busy street (Tamalpais) and letting the Drop off run along Tamalpais (safely accessible for all bus bays and SAMRT). Alternately, less desirably, could move north across Fourth, which would place currently proposed street side bays closer to rest of center, to a safer location for riders milling about and place them logically next to Drop off. Adjust spaces at Fourth and Hetherton to carve out space at each corner to better create sense of entry.
traffic congestion.
Unless it just moves congestion deeper into San Rafael
Not getting rid of Citibank!
Its just a needless. If a quarter of the money on the useless sonoma train had been properly invested in updating the bus system as well as the transit center, things would be so much better. But we are stuck with loud noise from a train, its obnoxious, adds to congestion and just wasted money to line the pockets of the apathetic and no doubt already very wealthy a holes in the state. WHY A FRIGGIN TRAIN IN 2018! WTF
The buses might be too intrusive on Tamalpais. Also, what are these mixed use buildings in the current station?
Try to get buses off of 3rd and onto Tamalpais
Don't like the direction of gateway feature.
Way too many bus parking spots on city streets. Pedestrian street-level crossing at 4th St. The Whistlestop building is the impediment. If it were replaced with the ability to have more bus stop spaces and pickup and drop-off on Tamalpais avoiding the pedestrian 4th St crossing, that would be a significant improvement. As shown, the building itself would be hidden anyway and not provide an inviting gateway to S.R.
Will need more details but I think this can work - pedestrian safety and easy car right hand turns are important
the third street bays seem really out of place. would be great to move them to East Tamalpais between 4th and 5th.

It seems like having the buses stopping on 3rd street is problematic for traffic on 3rd street and would be difficult maneuvering for the buses themselves. Also, having the 3rd street and tamalpais ave terminals separate from the rest of the bus terminals seems confusing and disorganized.
pick up and drop off area should be closer and not next to train tracks
Move the Tamalpais Ave bus stops from the entrance to the Whistlestop building. This would keep easy access to the building, rather than having passengers waiting on that narrow sidewalk. Move the buses from Tamalpais Avenue and 3rd Street to the block surrounded by 4 St & 5 Ave and W. Tamalpais Ave and Hetherton St. With the bus stops moved, the re-purposed building would delightfully serve as a "gateway" to our charming city.
Everything - really clutzy and a total insult to the depot building's future reuse
See #1
Unclear how traffic would circulate, and bringing buses farther into downtown seems unwise. The future of Whistlestop building is unclear; it should be envisioned as a public resource, not neglected as a hulk surrounded by buses.
My primary concerns are we are trying to pack 10 pounds of stuff into a 5-pound sack. This scenario comes up three bus platforms short and doesn't allow for other transit center needs such as for-hire vehicle bike and scooter storage and rental. It also results in a much more congested and impacted Talalpias corridor which doesn't seem to be consistent with the Station Area Plan objective of creating a quieter pedestrian/bicycle precinct along Tamalpias. As with the previous concepts disposition of the Bettini site is premature. It could be used for interim activities such as parking, vehicle queuing and the like.
Pick-up/drop-off on W Tamalpais isn't compatible with planned NS Greenway (bike) connection.
This may be confusing to riders who need to wait in different areas. Should make bus pads static, not dynamic.
This looks really confusing. I can imagine lots of people getting lost trying to find which area is the right one for their bus.
Everything
Go back to double decker option next to Whistlestop
This concept is too spread out and the numerous and disconnected platforms will make transfers confusing and difficult. It does not feel like a connected center.
Buses parked on Tamalpais. Traffic slow down.
Make two right turn lanes from Hetherton.
uh, everything? Don't know, can't tell what's different.
Remove busses from Third Street as it nearly removes the development potential of the site on corner of third and Tam between the bike path busses on Tam and Busses on Third as well as disrupting third street circulation and is disconnected from transit center.
Can we park buses at an angle to increase density/utilization without placing buses on to 3rd st
Keeping this center as contained as possible is critical to the surrounding businesses who I'm sure have already been impacted by the under-used, expensive Smart Train.
Some two-level?
3 lanes MUST remain on 3rd st.

Move it away from heatherton and building a parking garage on site at the new location.
The bus pads are too spread out. Seems impractical for commuters who are changing bus lines
I prefer Option 3
Tam. ave serves no useful function as a traffic street. Take over the whole block from 3rd to 4th and use both sides for bus pads (gets an extra pad). Get rid of the bus pick up/drop off on 3rd. This will cause too many problems. It will block traffic on a major thoroughfare, 3rd St. The buses also will be pointing in a poor direction for accessing the freeway which would require crossing three lane of traffic to make a left onto Lincoln. The buses on 3rd would be pointed in a useful direction for serve to Fairfax, etc., but is that worth hampering 3rd for regular traffic. There is little parking near the terminal. The space to the west of the terminal would be ideal for parking structures as a "proposed future use". Possibly even a high enough structure to bridge the SMART tracks. Finally, the "gate way features" shown on Hetherton north of 4th would cause major traffic problems. With good signage the existing right turn lanes facilitate traffic,
Bus stops are too scattered. Pedestrian street crossings are dangerous. Can you close Tamalpais Ave to vehicle traffic other than buses.
How does East bound traffic on 4th Street go straight through to other side of freeway? It can't according to the right turn arrows. I really do not like the bus pads along 3rd St. Very dangerous and tight. The traffic on 3rd St is fast. Drivers use it to go to West Marin, Marin Eyes, Miracle Mile, etc. This is a horrible place to for the bus pads! Will the existing 3 lanes be narrowed to accommodate the buses?
Don't require cross street connections!
Don't think busses should be on that side of whistle stops. That should be entrance where people buy tickets and maybe a place to buy coffee and get dropped off safely.
Bus boarding areas way too spread out
Nothing
Buses and cyclists only on Tamalpais between 3rd & 4th St.
This doesn't seem like the most efficient use of space, especially with all those bus pads on Third Street (I think that's what the long green things are supposed to be). It looks like it would make traffic worse on third street.
Don't like bus stops on Tamalpais.
I'd keep it south of rail track
More compact and fewer people crossing streets but you have more buses pulling over on the side of roads which may create navigation problems for those using the pickup/drop off area for the train. Fewer places to pickup/drop off.
I like buses on Hetherton for quick 101S access. So compact - is there enough room for buses?
Eliminate bus bays on 3rd St. Use sawtooth bays adjacent to SMART. Use west side of Bettina for green space and pick-up/drop off

3rd street is too much of a main artery through town. Having rows of buses would create a mess.
?
3rd st bus loading
What's different than now?
Seems less innovative, you have to cross where buses are going to get to your bus.
Just get rid of the whole thing and consult with the bus people and roller coaster people and build this New Transit System.
Bus stops on tamalpais will impede traffic too much
add parking
Nothing.
Third Street is too busy to have buses on it. Why not continue to use part of the current site?
Nothing.
This will really mess up traffic flow downtown.
Don't put Whistlestop right in the middle of all the transit commotion. Seems better for it to be alongside (as now) but not surrounded by hurrying commuters.
Spreads out the center too much. confusing for riders who are not familiar and will have to find their bus. Causes increased pedestrian traffic and we are back to the pedestrian injured or killed problem. Will impact traffic on two streets.
Add pedestrian/streetscape features.
Seems to result in increased congestion on 3rd street, where things are already bad.
I dislike how some busses park about a block away making transfers difficult. Additionally, many busses are parking on the street which can conflict with traffic. The small footprint will also limit future growth.
Just make sure those developments at the current site are big and dense. With all that access to transit, this may be the best location in the entire county for additional housing.
Too much street congestion for the area. This would be bad for local traffic.
Move stops from third to fourth street
But where is the bike access?
Bike parking is too far out on the edge. Find a way to make it more central. Where did our path go? Connections from platform A to platform D seem ba far and out of the line of sight. Requires crossing streets - could be perilous for people running to make their connections.
Increasing congestion on fourth street by buses will cause headaches where cars and buses intermingle and everyone may be stuck in huge traffic jams. This seems like a bad idea. The longer transfer distance for patrons seems maybe less than ideal. It also looks like it will be hard for buses to pull in and out of the space. Not like now where I usually take the 101 and we pull right up off the highway and then pull right back on to the highway. I guess that won't work for all buses but that is the ideal situation to me.
unsure
See 8.
I don't like bus bays being along a city block. It will negatively impact both bus operations and traffic, and creates a potential safety hazard.
It seems to be trying to put 10 pounds of oranges into a 5 pound bag--too congested.

No mixed use, it just doesn't work. Parking between 2nd and 3rd streets.
Don't know. I like it.
Bus access in and out of Tamalpais might not be very efficient.
No bus bays on 3rd St.. No bus bays on Tamalpais next to the Whistlestop Bldg.
Too spread out and potential issues with finding busses on multiple blocks.
needs green space--not so much "mixed use"
Don't kick out business just because smart is pushing you around.
Not sure?
I would like to see an open mini park or vendor station for quick snacks and accessories near the smart train.
I don't like the roadside stops on 3rd and on Tamalpais. Perhaps squeeze more bays along the inner edge of the Hetherton divider (where the southern Gateway feature is).
Over crossings for pedestrians
zero
See above. I think this plan would be vastly improved if the City Council would drop the requirement that Whistlestop building be kept. This building is not historic, it is not original construction, and is very likely is in the way. If we want to preserve the style, it could be done on the westerly "Future Mixed Use" site by building a copy (the site is very similar in size). When considering a long term and vital use, it is silly to let an old building be in the way of a truly functional plan.
If the Gateways block traffic I hate it
The connection at the corner of 3rd and Lincoln is really far away, especially if coming off a bus on 4th and Hetherton.
Whistlestop is truly now a wasted space.
I'd just leave it as it is, why move the existing center a block further into the downtown area just so you can cram more "future mixed use" onto the traffic nightmare that is 2nd street. Do we really need more housing, office, retail at a location that cannot handle what already exists? I assume that any of these uses will involve auto, pedestrian, and bicycle traffic, which will then require even more expansion. This is like the Mad Hatters Tea Party, where you create a mess, then move on the next area to create a new one - where does it all end?
The 3 bus bays on Third St must be relocated, as should the four on Tamalpais. Both could be relocated close to Lincoln Ave, using that alternative 101 SB exit ramp, getting them out of the Station Area, away from three historic structures that must be preserved.
Don't know
There doesn't seem to be any point in leaving auto traffic on Tamalpais near Platform C; just close the street off entirely as an additional bus-only area (with the bike path opposite).
Some buses are on the other side of Smart station, too far apart.
The bike paths don't seem to be connected. None of these relieve traffic at 3rd and Heatherton!!
May be too cramped.
I would include bus stops directly along (the western side of) Hetherton Street, between 4th and 3rd Streets. Such a design allows southbound buses (ie. routes 70, 101 and others) to not have to exit from/leave Hetherton Street and thereby keeps or maintains a well-functioning aspect of the current transit center's design - and doesn't add to transit travel times for these lines.

Dislike that it is too spread out and forces transferring passengers to cross the train tracks and Tamalpais Avenue.
Tamalpais Ave is not big enough to accommodate the bus traffic. It's too narrow and you're essentially limiting the small street to just bus traffic.
Condemn more of the Tamalpais to Lincoln block, close Tamalpais, and make a nice, big transit center. Housing and solar panels could go on top.
Same as above.
Move the busses OFF Third St. - that major access street to San Anselmo and West Marin is way too challenged already, and when it is moving it is way too dangerous.
Too much bus traffic on 3rd.
The Pickup/ Dropoff between 4th and 5th Street should be between 2nd & 3rd Streets. Also the three bus spaces on 3rd Street at Lincoln should be on 2nd Street. Seems best to use block between 2nd & 3rd Street at Lincoln for the Public Plaza desires and future transit expansion. Plus the new bike path on Heatherton is being damaged in its recently installed design.
what so many proposed future mixed use spaces? Are proposed paces replacing current local businesses? do to want to drive out certain longtime successful businesses from this area!
Nothing. I really like this concept.
There would be too much impact on 3rd street traffic, which is already terrible
Leave the people with disabilities alone!
too much bus activity on city streets
concerned about safety for EB bikers on 4th.
Amount of time to transfer from one bus to another is excessive: 4 minutes! It shouldn't take any longer than it does now.
I don't like the fact that bus stops would be along Tamalpais. This is a major impact to the Whistle stop which hinders future use of the building or property unless it is acquired by the transit district.
Move the entire project one block south to the current center's location. The 3 bus spots on 3rd should be on 2nd. Both blocks have two train rails through them. The train pickup/ drop off on Tamalpais should also be moved a block south or two blocks south to the current center's spot as it is a stand alone and I think a hazard. Proposed future use residential? Eliminate this proposal and make this the transit centers expansion area. Lincoln has little traffic. Bicycle path should go straight down Heatherton then right adjacent to 101 south onramp to join at Rice. The very best solution maybe to take the SB1 money and elevate the Smart Tracks through the area. Smart is just causing so much havoc with traffic and I believe even with this new center traffic will become worse. 4th, 3rd, 2nd are major thoroughfares to car driving and delivery people of Marin. Again the train tracks needs to be elevated if population continues to increase.
Nothing
Unless controlled with traffic lights, exiting on 3rd and 4th street maybe an issue during commute time.
Bike share and bus ops on 3rd Street and Tamalpais Ave are poorly planned. Site for passenger drop off/pick up is not conducive to being used. What about the bike lane?

Appendix C: Letters from the Public and Community Groups

July 14, 2018

Raymond Santiago, Principle Planner
Golden Gate Transit District
1011 Andersen Drive
San Rafael, CA 94901

Sent via email to: SRTC@goldengate.org

Mr. Santiago:

As a resident of San Rafael, I first began commuting to San Francisco on Greyhound. The memory of those very uncomfortable busses and soon the advent of Golden Gate Transit will forever be cemented in my mind. I have always been a fan of the GGT, their busses and ferryboats, but of the current concepts as proposed for the replacement of the Bettini Transit Center, not so much.

My views of the different concepts are that none of them show much imagination. I realize the circulation issues relating to these large vehicles are difficult. This planning process might benefit from the expertise of a more visually oriented design team member unrelated to traffic engineering. A space planner, such as a landscape architect, could be helpful even at this early stage. Doyle Drive south of the Golden Gate is such an example. It was the brainchild of Michael Painter, not a traffic engineering team.

Here are my major issues with the current concepts:

- 4th Street Gateway Concept: The two important Victorians on Fifth Avenue also serve as “gateway” images to the historic core of the City of San Rafael. Their loss is unacceptable.
- Two-Story Concept: This would have a similar effect as what the Chicago River suffers, multi-story road and parking structures lining the riverbanks. This was a decision made before our rivers and streams were considered assets and such decisions are very hard to mitigate once in place. They have succeeded to a great degree on the San Antonio Riverwalk with much effort by local citizens.
- Across the Freeway Concept: This creates serious and dangerous circulatory conditions. Either option forces the traveler to cross through typically aggressive vehicular behavior. To access the very narrow bus island riders must cross over the Third Street right turn lanes. The other option crossing the entirety of Heatherton to again get to rather oddly placed bus bays. Both also require covering a rather wide stretch of the creek for the under freeway bays. I see danger everywhere there.
- Whistlestop Block Concept: In the first place this should be named the NWP Depot Concept to relate to its original historic use. Yes, Whistlestop is the current owner but for the first half of its life it served as a transit hub. There were additions made during the railroad tenure as they needed to grow beyond limited passenger travel when the headquarters were moved to San

Rafael. All of those changes can be considered part of its historic fabric including the baggage claim, now Jackson's Café. Most people do not understand that the building is still extant thanks to an earlier and erroneous EIR statement.

With very few and carefully made additions by Whistlestop the building remains as original. This last concept may be the best of four bad choices, however the issues are legion. Several local organizations are endorsing the Whistlestop option because it discusses the reuse of the building as a part of the transit hub. I am concerned that the concept swallows the historic structure with rumbling bus traffic all around.

The north end should be a major connector to Fourth Street and downtown. It should be a plaza with furnishings such as what would occur with a cafe element on that end of the building. I am also concerned that without private funding the building will remain as is, where several enhancements could bring back the original feeling of the arcade while serving for-profit and/or non-profit groups.

Another issue with most of the concepts is the bike share/parking! a big box right where the aforementioned open plaza should be. Such a use would render any possible reuse of the building as a civic/multi-use asset, connecting the historic depot to Fourth Street, nearly impossible.

On all concepts another survey listed building is wiped out; that is the taxi office across Tamalpais, now a saloon named "Trevor's". I am glad to see that the building on Fourth is shown as preserved on all concepts.

I question why the remainder of the existing Bettini Transit Center is not in consideration. I surmise that the reuse of just the east portion may provide for those 7 missing bays shown as plugging up both Third and Tamalpais as shown in the "Whistlestop Concept". Is it because of pedestrian safety with the need to cross Third Street? If so, the "Across Concept" should not be considered either as those safety concerns are massive.

It is my opinion that the design team needs to go back to the drawing board and look at the use of the remainder of the Bettini site both east and west in the planning efforts. Bring forth some more acceptable options for public comment.

Thank you,

Leslie Simons

cc: Mayor Gary Phillips
San Rafael City Council

SAN RAFAEL HERITAGE



127 San Rafael Avenue
San Rafael, CA 94901

July 15, 2018

Mr. Raymond Santiago
SRTC Relocation Project Manager
Golden Gate Bridge Highway & Transportation District
1011 Andersen Drive
San Rafael, Ca 94901

Dear Mr. Santiago:

San Rafael Heritage Steering Committee members have reviewed the concepts proposed for a San Rafael transit center. The main concern of our organization is the preservation of the historic structures listed in the San Rafael Historical/Architectural Survey. In addition to the depot at 930 Tamalpais, the buildings at 633 & 637 Fifth Avenue, 709 Fourth Street and 927 Tamalpais Avenue should not be endangered for any reason. There are several other buildings in the vicinity that could qualify as historic when an updated survey is completed.

Whatever concept is selected, the historic NWP train depot should be preserved and integrated within the transit center. We have long envisioned a beautifully restored depot being part of the station area, serving as our own "Ferry Building". It could be a unique, human-sized gateway greeting transit passengers to our downtown, housing a mixed use of commercial and public entities. It could have a welcoming function on the Fourth Street end, perhaps an outdoor café. In no case, should there be bike storage on that end of the depot. Care should be taken to avoid bus bays impinging on the depot.

The first train station was built on this site in 1884! How wonderful it would be to retain its 89-year-old replacement as the highly visible, very identifiable San Rafael historic icon that it is. Many towns throughout California have re-purposed their NWP Mission Revival depots, making them integral and beloved parts of their communities.

San Rafael Heritage has done extensive research verifying that this building is a historic resource for San Rafael. We are in the process of applying for city landmark status for it. As the Whistlestop senior complex transitions to a new location, preserving the depot as an exciting part of a new gateway transit center is too great an opportunity to be missed.

Thank you for the opportunity to comment.

Very truly yours,

Cynthia Landecker
President, San Rafael Heritage

Cc: Mayor Gary Phillips
San Rafael City Council
Paul Jensen, Director of Community Development

Raymond Santiago
Principle Planner
Golden Gate Transit District
1011 Andersen Drive
San Rafael, CA 94901

Amy Likover
Chair,
Federation of San Rafael Neighborhoods
PO Box 51485
San Rafael, CA 94915-1485

July 13, 2018

RE: San Rafael Transit Center Concepts

The Federation of San Rafael Neighborhoods met July 11 with Bridge District representatives Ron Downing, Adam Dankberg, and Paolo Schwartz in a frank Q & A about the four proposed concepts. Federation members came to a consensus to endorse the Whistlestop Block concept, the most promising of the four, with several caveats.

As designed, this concept creates a welcoming gateway to San Rafael with the historic 1929 NWP Depot building regaining its traditional transit hub role while providing convenient access to buses and trains. This concept also looks like the safest pedestrian, bicycle, and vehicular proposal. There is room for improvement, however.

1. The three bus bays on Third Street must be relocated to an adjacent space.
2. The four bus bays that line Tamalpais should also be relocated to decongest this narrow street, and to eliminate potential damage to the depot building.
3. The block west of the Whistlestop building (Third to Fourth Streets, Tamalpais to Lincoln) might be acquired to house the seven relocated bus bays.
4. Were #3 to occur, the historic taverns ("Taxi Office aka Trevor's" on Tamalpais and "Tavern on Fourth") must be preserved.
5. The Whistlestop building must be preserved. We are in favor of the building as a transit hub, and see great potential at that location as a public welcome center with commercial space.
6. A vehicular, pedestrian and bike route study to schools, between the Whistlestop Block concept and downtown and East San Rafael must be prioritized. There is potential for rerouting of buses on Lincoln.

With the SRTC relocation, we are concerned about the potential sale of the Bettini Center. Were the SRTC relocated near the Whistlestop building, the current Bettini Center holds promise for an enhanced downtown square and a safe crossroads for our residents and visitors. There are excellent opportunities for housing nearby. It is our hope that discussions with the City and leadership from both the City and GGBHTD would preserve the current Bettini Center area for public usage.

Two years ago the Federation sponsored a visioning session with City, County, non-profit, the GGBHTD, and neighborhood representatives. Consistent with our recommendations to you today, the consensus of that September 21, 2016 meeting was,

The Federation's goals for this gateway location include:

- Efficient flow of traffic from the 101 freeway and on city streets
- Safe pathways for pedestrians and cyclists traveling all directions
 - An appealing, aesthetic, and welcoming townscape
 - Respect for our City's natural setting and history

We truly appreciated the candid discussion with the GGBHTD on July 11th. There was synergy, problem solving, and agreement that the above goals could be realized in the Whistlestop Block concept with the adjustments we recommend. Neighborhood members felt their voices were heard, and anticipate the ideas generated from that discussion will bear fruit, as we remain in contact on this very important issue.

Very truly yours,

Amy Likover, Chair
The Federation of San Rafael Neighborhoods
alikover@aol.com
415-450-1520

<https://www.fedsrn.org/meetings.html>

Cc: Mayor Gary Phillips
San Rafael City Council
County Supervisors, Senator McGuire
Ron Downing. GGBHTD
Adam Dankberg, Kimley-Horn

July 15, 2018

Raymond Santiago
Principle Planner
Golden Gate Transit District
1011 Andersen Drive
San Rafael, CA 94901
Via email: SRTC @goldengate.org

RE: Request to reconsider South of Second as a relocation site for San Rafael's Transit Center

Dear Mr. Santiago:

With respect, I must express that I think it is unacceptable to relocate the transit center, and all the passenger transfers that occur there, in the area between Mission and Second as currently proposed in the current four alternatives for San Rafael's Transit Center relocation. The current congestion in that area of downtown San Rafael is already creating stress and anger in drivers, and is dangerous and uncomfortable for bicyclists and pedestrians.

I am requesting that you reconsider and conduct further analysis of the site south of Second, at the old Glass and Sash and the adjoining roofing business site, and consider a plan that charts out acquisition of those properties, along with acquiring a portion of the parking lot (the most remote row of parking) at Sprouts Farmers Market for relocation of the San Rafael Transit Center and ingress into the site. My hope is that both Golden Gate Transit and the City of San Rafael will consider the future needs of the City and possible benefits to the region as a whole in discussing this concept. I hope that you will read this request in its entirety.

Transit Center planning and sea level rise

This is an important opportunity to do high level planning while the West Francisco Boulevard and SMART rail "flip" is already changing this location. This and your proposed alternative sites need to be transparent in their consideration of risks and costs including those associated with sea level rise and increased congestion.

Locating a transit center at the site south of Second could be a step in the right direction for future land use planning in response to sea level rise. How does San Rafael fit into a regional picture? It's critical that the City and Golden Gate Transit attach value to sea level rise planning during current planning for relocation. The economics of sea level rise adaptation are going to be huge and planning for the site relocation should consider where planning for sea level rise in San Rafael is headed. As sea levels continue to rise, not recede, and as high tides continue to get higher and higher, salinity will rise further up San Rafael Canal and Creek and into its tributaries which will increase corrosion of concrete and iron on nearby infrastructure. Property values in areas of increased flood risk will decline right when infrastructure is going to need

investment most. As a community we can't afford to waste public transportation facility dollars now or in the future. How this current transit center relocation will be part of larger, regional adaptation needs to be prioritized.

Interstates 580 and 101 are key regional transportation connectors that will demand protection from sea level rise with public dollars. Planning for retreat in some areas east of those corridors might be the most responsible adaptation planning option. Much of the areas impacted by sea level rise in San Rafael are located in the Canal, an area which is home to some of San Rafael's most vulnerable communities. A south of Second transit center would provide walkable access, should San Rafael redevelop the site's southern adjacent industrial and commercial areas into multi-unit residential with affordable housing, close to downtown and its amenities. Considering the future value of that area's proximity to downtown and planning now for future generations of all San Rafael residents, including those displaced by sea level rise, is critical.

Planning for change

It's important that San Rafael's infrastructure planning, including the transit center, is not stuck in time. It needs to respond to change and prepare for incremental opportunities, like this. Also, it seems SMART has turned a blind eye to sea level rise, Golden Gate Transit must not. In order to be climate ready in San Rafael, plans for mobility and possible detours during high tide events and their associated added congestion must be part of future infrastructure plans.

The future of public transit and personal mobility is rapidly changing. Some transportation experts say that transit as we know it will be gone in the future. San Rafael will need infrastructure that is flexible. Age-friendly communities, (San Rafael officially became one in 2017), increasingly want access to mobility and walkability, not necessarily car-ownership, but "car-optional".

San Rafael would benefit from a "mobility hub" approach that serves users both locally and regionally, and provides easy access to transportation for all mode users including bicyclists, pedestrians, and residents with disabilities. A hub that will serve evolving transit solutions to maximize efficiency, transit reliability, and connection protection and will support mode shift from single occupancy auto use. Amenities appropriate to the center's size and use, and local businesses such as the nearby Starbucks, Staples and Sprouts Farmers Market, might be integrated into the center.

Suggested transit routes for South of Second Relocation Concept to remove buses, taxis and airporter transfers from congested area between 2nd and Mission

These are proposed in order to show how a south of Second location might likely reduce congestion by reducing bus, taxi, airporter, and possibly rideshare circulation between Second and Mission. Also see attached maps:

Southbound route from north Hwy 101 would exit at the Anderson Drive exit and proceed north to West Francisco Blvd. to the transit center. Currently this route to downtown greatly reduces wait time at the Hetherton exit when traffic is heavy and backed onto Hwy 101. Upon exiting the transit center, this route would enter 2nd Street and immediately turn onto the onramp to Hwy 101 to continue south.

Northbound route from Hwys 101 and 580 would exit the highways onto Bellam Ave, heading west, then travel north to Anderson Drive and West Francisco Blvd. to the transit center. If this route were feasible, future improvements to Bellam and to the proposed 580 flyover could take this route into account and design to facilitate future transit use. Upon exiting the transit center, northbound transit would turn right onto Second, make a lane change, and turn left on Irwin to proceed to northbound 101 at the Mission Ave. onramp.

Eastbound route would turn right on Lincoln and turn left to enter the transit center in an area currently part of Sprouts Farmers Market's parking lot. Upon exiting the transit location, transit would continue heading east on Second.

Westbound route would turn left on Lincoln and enter the transit center from the south, the area currently occupied by Sprouts parking. Upon exiting the transit center, the westbound route would head north on the "transit boulevard" of West Francisco and turn left onto Third Street to continue westward.

This concept assumes all ingress would enter from the south into transit center and egress onto Second across from West Tamalpais (or in the case of westbound routes onto West Tamalpais).

South of Second Transit Center relocation opportunities

The concept of moving to this southern site provides for a transit and bicycle/pedestrian "boulevard" from 2nd to Mission. Continuation of the planned multiuse path along West Francisco would continue across 2nd, then along East Tamalpais to Mission Ave. West Tamalpais would provide reduced north-south access to only those cars accessing local businesses or residences and to train-related drop-off and pick-up. Buses and other transit/mobility vehicles would be allowed on West Tamalpais according to suggested transit routes to and from this site and as shown on the attached maps.

The area between Mission and 2nd (north to south) and Grand and Lincoln (east to west) are a grid of local, collector, and arterial streets. A transformed boulevard for transit and bike/ped facilities on either side of the SMART rail, with enough room for both, along West and East Tamalpais, would be a connector with safe intersections to a San Rafael downtown walkable core.

Bicyclists and pedestrians from W. Francisco multiuse path would cross 2nd Street north to downtown as current BioMarin employees do. The south of Second concept would prioritize

clearly communicated, wide crossing delineation, and well-timed lights for safe and comfortable intersections as continuations of the separated public pathways. The former transit center site would be converted to the bike/ped portion of the “boulevard” on the east side and a public green space or plaza appropriate for San Rafael’s “Gateway” in the middle.

The transit center located south of Second would only be two blocks from the San Rafael SMART station.

This concept avoids spending millions of dollars relocating a transit center in the most congested area of a historically important location of downtown and moves it nearby, to a location that would provide additional benefits to the San Rafael community. It would provide space for a “Gateway” within the public realm that would be not only be easy to get to but also worth arriving at. The corridor would have space to increase “street life” and provide better access to services and nearby retail.

If San Rafael were to add street trees on the “boulevard” and in the redeveloped neighborhood south of the proposed site and restore the creeks and waterways nearby, the transit center relocation at this site could help San Rafael further reduce its ecological footprint, prepare for necessary change, and increase its sense of place as a great city.

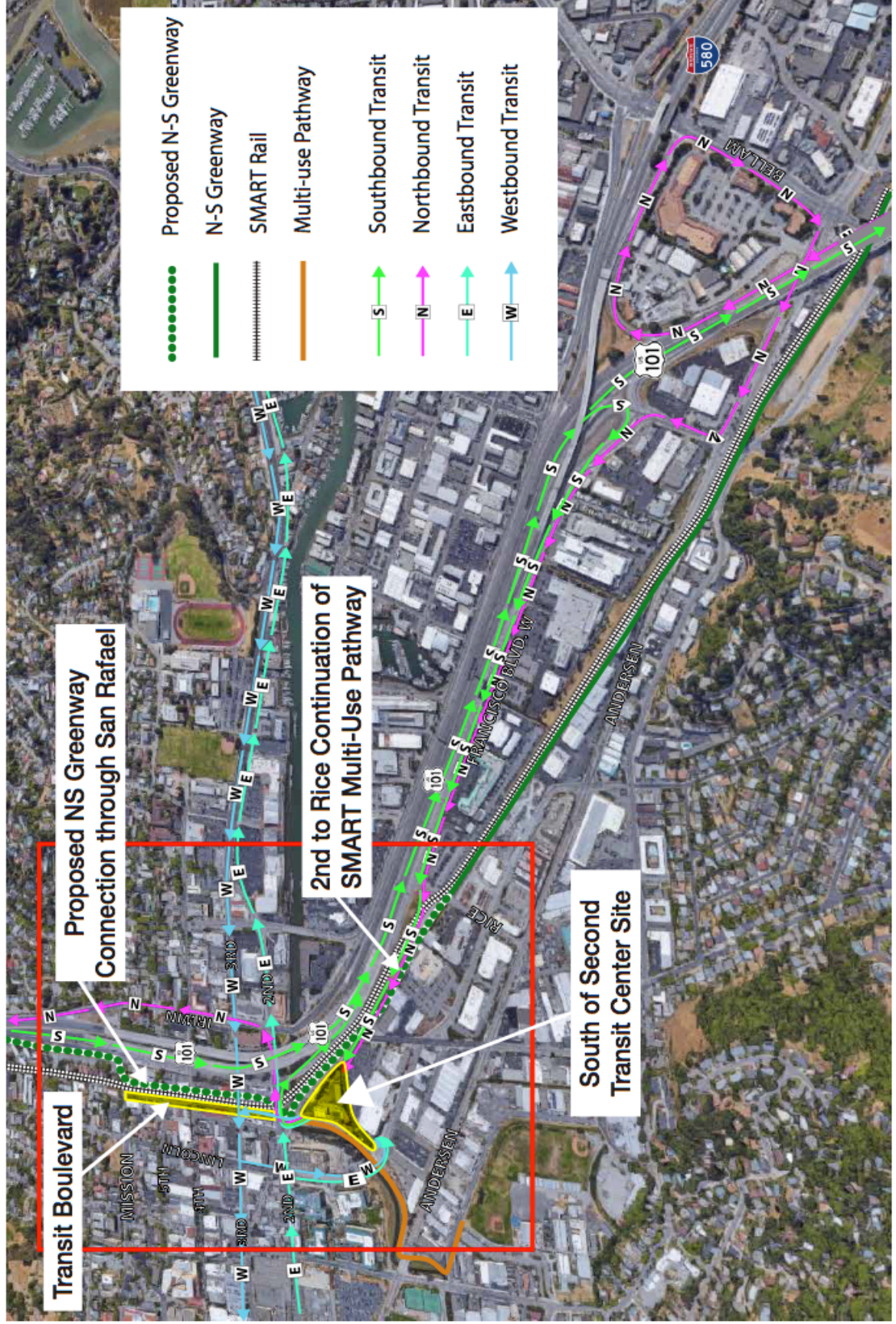
Thank you for reconsidering and analyzing this site as one of the alternatives.

Sincerely,

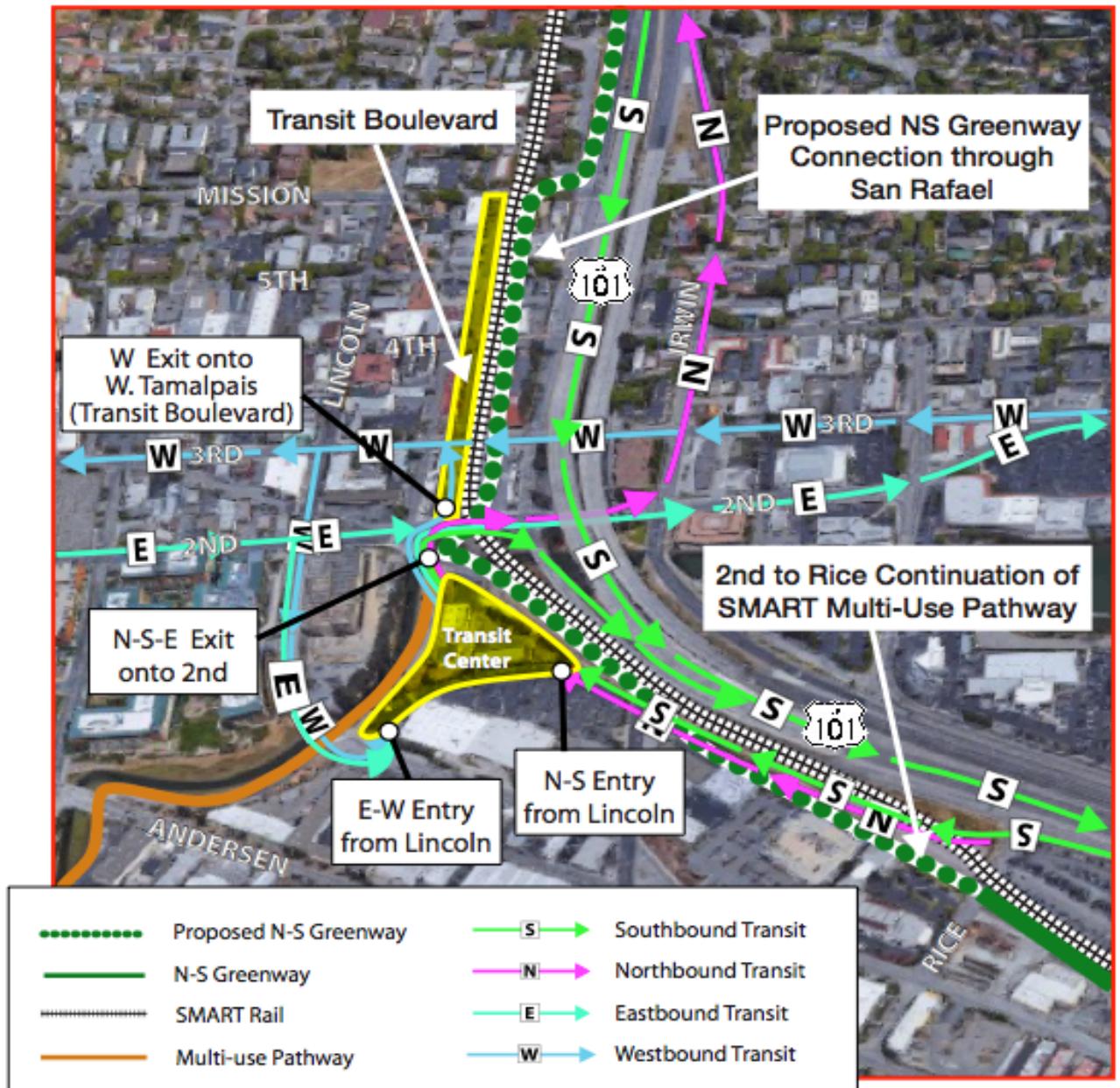
Kate Powers

Cc: Mayor Gary Phillips
San Rafael Council members
Bill Guerin, Director, Department of Public Works
Paul Jensen, Director, Department of Community Development
Steve Kinsey, Consultant, San Rafael’s Transit Center Relocation

South of Second Transit Center Relocation Concept



South of Second Transit Center Relocation Concept (enlarged version)



July 15, 2018

SRTC Relocation Project Manager
Raymond Santiago
Golden Gate Bridge Highway & Transportation District
1011 Andersen Drive
San Rafael, CA 94901-5318

Reference: Comment on the four San Rafael's Transit Center Options Presented at Public Meeting 2 on June 12, 2018

Via E Mail: SRTC@goldengate.org

Mr. Santiago

Thank you, the Bridge District staff and its consultants for the opportunity to learn about the most recent transit center siting options and to provide comments. The following observations and recommendations are provided in the context of my letter sent to you on May 18, 2018 which is attached for reference.

Since my last correspondence I have gained a greater understanding of issues associated with pedestrian safety and access to the current Bettini site. In a conversation with Bill Guerin, I learned of San Rafael Public Works efforts to reduce delay and back up on Hetherton by providing south to west bound dual right turn lanes at 3rd Street. There are trade-offs in accommodating conflicting demands.

Unfortunately, the proposed dual right turn lanes will create a condition similar to the west to south bound turn particularly if Hetherton pedestrian crossings are limited to the north side of the street as some propose. With this additional constraint, it's apparent pedestrian and bicycle access to the Bettini site from the east is problematic. Access from the west continues to be viable, however.

Comments on the sites and design alternatives are provided through the lens of the preceding paragraph and the performance expectations identified in my previous letter and restated here with some additional items:

Performance Expectations:

1. The transit center will make efficient use of the public's limited resources.
2. It will make our city and region more transit friendly placing the needs and convenience of transit users first.
3. It will increase pedestrian and bicycle mobility and safety.

4. It will be designed to be adaptable to dramatic changes in technology and society. These include changes in transit vehicle sizes and routing, demand for hire vehicles and increasing use of active transportation modes like bicycles, walking, electric bikes and scooters.

Additional Performance Expectations:

1. The transit center will retain the ability to implement a higher density mixed use transit center project in the future if and when the SMART railroad and station are elevated through central San Rafael.
2. The transit center will make a positive contribution to the quality of the human environment in Downtown implementing exemplary urban design.
 - Form an attractive and functional gateway to downtown
 - Create safe, walkable and engaging pedestrian and active transportation connections to downtown (particularly the Tamalpais West and Fourth Street block faces)
 - Link the north/south greenway
 - Facilitate preservation and adaptive reuse of historic/cultural resources directly impacted by the project

Evaluation of the Alternatives Presented June 12, 2018:

The following are observations of the relative merits and problems associated with the proposals:

Two Level Concept:

Merits:

- Preserves West Tamalpais as a pedestrian bicycle corridor
- Does not impact the Northwestern Pacific Depot Building

Challenges:

- Transit facility is inflexible with no apparent opportunity for expansion or change in vehicle types
- Unpleasant 4th Street and Hetherton block faces
- Creates a tunnel at 3rd Street
- Difficult to get vehicles and transit users up to the second level requiring ramps and vertical conveyances (elevators, stairs, ramps or escalators)
- Costly to operate
- Significant visual impact and unpleasant street level conditions around site
- Poor gateway for downtown
- Continues to require pedestrian crossings on the east side of Hetherton to access the transit terminal from the pick-up and drop off area

- Constrains future reinterpretation of the area for a mixed-use transit oriented project.
- Constrains right turn movements from southbound Hetherton to westbound Third Street
- High cost

Across the Freeway Concept

Merits:

- Preserves West Tamalpias as a pedestrian bicycle corridor
- Does not impact the Northwestern Pacific Depot Building
- Makes use of space with severe limitations
- Maintains development flexibility for a future mixed-use development around the SMART station

Challenges:

- Bifurcation of the transit center by Hetherton results in more pedestrian crossings of the collector distributor roadway particularly for patrons heading to/from Downtown and the SMART depot
- Conflicts with right turn movements from Hetherton to 3rd Street
- While the use of the under-freeway space is potentially an efficient use of urban land, the result for transit users is a mean and unpleasant environment
- Additional demands for various new weaving, turning and crossing movements on Hetherton requiring greater potential for conflicts and additional signal time/longer signal cycles
- Premature surplus of the Bettini site for other uses. Interim use of the site for parking, for hire vehicles and other mobility related uses is recommended

Fourth Street Gateway Concept:

- Preserves West Tamalpias as a pedestrian bicycle corridor
- Does not impact the Northwestern Pacific Depot Building
- Maintains development flexibility for a future mixed-use development around the SMART station and places a significant inventory of downtown lands under single ownership
- Reduces pedestrian and bicycle crossings of Third Street
- Heightens the potential value of the Northwestern Pacific Depot as a transit services related building
- Convenient access for SMART to Transit Center transfers
- Allows implementation of dual right turn lanes from Hetherton to 3rd Street

Challenges:

- As proposed, this concept requires demolition of two listed historic resources on the south side of 5th Avenue (San Rafael Historic Resources Inventory 633 5th Avenue UTM 10/542110/4202740 and 637 5th Avenue UTM 10/542090/4202740)

- The plaza spaces at Fourth and Hetherton are too impacted with traffic, noise and particulates and unsupported by adjacent activity (café, retail) to be viable public space
- 4th Street is highly impacted by curb cuts resulting in a challenging environment for pedestrians
- The optimal pedestrian plaza location at the north end of the NWP depot is taken up by a bike share parking building. This site has the potential for a café supported public space and is at the intersection of 4th Street and Tamalpias Avenue West - the proposed pedestrian/bicycle corridor

Recommendations:

This writer believes the 4th Street Gateway concept has the best potential to conform to the performance expectations noted in this letter. Below are some recommendations for consideration on how the concept can better achieve the expectations:

- Consider relocation of the two listed historic resources on 5th Avenue to the corners of 4th and Hetherton Streets to serve as usable gateway features for Downtown. Retain office or retail use in the buildings. While these locations are too highly impacted for outdoor plaza spaces, they can serve well as appropriate locations for these historic/cultural resources. Additionally, they improve the pedestrian environment on 4th Street helping to maintain an east/west connection across the 101/transit corridor. Continued preservation and viable use of San Rafael's historic/cultural resources is a key component for quality of life and Downtown's evolution as a more walkable and engaging environment.
- Alternatively retain the historic/cultural resources in place
- Consider acquisition of the NWP Depot building for transit support uses, retail and restaurants. Retain the open paved area at the north end of the depot as an outdoor plaza with supporting café in the adjacent depot building
- Place bike share and other uses in the NWP building
- Consider bus access to the transit center site from 5th Avenue if the historic/cultural resources are relocated
- Consider routing the N/S greenway from the northwest corner of Mission Avenue and Hetherton Street to Tamalpias West along Mission Avenue rather than through the transit center site.
- Retain the Bettini site for future long-term use. Provide interim uses such as parking, drop off/pick up and for hire vehicles
- Minimize 4th Street curb cut pedestrian crossing distance at the transit center
- Transfer development capacity from the 4th Street corners (proposed location of relocated historic resources) and the Northwestern Pacific Depot to other portions of the Bridge District Transit Center holdings

Whistlestop Block Concept:

Merits:

- Retains existing NWP building for transit use

- Maintains development flexibility for a future mixed-use development around the SMART station and places a significant inventory of downtown lands under single ownership
- Reduces pedestrian and bicycle crossings of Third Street
- Convenient access for SMART to Transit Center transfers
- Allows implementation of dual right turn lanes from Hetherton to 3rd Street

Challenges:

- Too much program for too little site area
- Disperses bus bays and transfers to city streets off site with attendant inconvenience for transit users and broader conflicts with vehicles and pedestrians
- Significant pedestrian/transit vehicle conflict on the south 4th Street block face for extended curb cut
- Bus loading and movement results in a significant negative impact on the Tamalpais West corridor as a safe and pleasant pedestrian/bicycle environment. This has the potential to degrade access from the transit center site to downtown and points west for transit users and crowds the Northwestern Pacific Depot Building and its uses.

The various site alternatives were not accompanied with analysis of vehicular, pedestrian, bicycle and transit vehicle movements and their impact on such issues as safety, delay, roadway function and mobility. Perhaps this will be included in the environmental analysis.

The City of San Rafael has secured OBAG funds to prepare a Downtown Precise Plan. This plan will help guide future land uses, building form and urban design around the transit center site. The transit center will have a major impact on Downtown and the region. Design of the Transit Center should be coordinated with the precise plan.

Thank you for the opportunity to participate in the public discussion.

Sincerely,

Jeffrey D Rhoads RA LEED AP

Principal

Enclosures:

San Rafael Historic Resources Inventory forms for 5th Avenue resources
 5th Avenue Historic Resources (photos)
 Letter dated May 18, 2018

May 18, 2018

SRTC Relocation Project Manager
Raymond Santiago
Golden Gate Bridge Highway & Transportation District
1011 Andersen Drive
San Rafael, CA 94901-5318

Reference: Strategic Planning Recommendations for San Rafael's Transit Center

Via E Mail: SRTC@goldengate.org

Mr. Santiago

Extension of SMART to Larkspur has put planning for the Bettini Transit Center in Downtown San Rafael front and center. The reinvigorated rail line will bisect our efficient and active transit hub. Bettini currently handles 9,000 boardings a day. It serves us well due to its location at the intersection of north-south and east-west travel routes, proximity to US 101, frequent transit service, and proximity to jobs, retail, entertainment and housing.

SMART's Larkspur extension encourages both tactical and strategic thinking about the future of transit and mobility in the heart of Marin County.

Tactical thinking is focused around identifying and implementing a plan to meet the immediate needs of a transit using public, pedestrians, bicyclists and motorists resulting from the SMART project. The transit agencies and City of San Rafael are in the process of implementing interim changes to address the impacts of the rail extension. They are by necessity designed as a temporary solution.

Strategic planning requires consideration of a number of considerations. Should the transit center be relocated and if so why? How can pedestrian and bicycle safety and access be improved? What are the long-term objectives for the center? Should the transit center site and surroundings support transit oriented development?

Performance Expectations:

- The transit center will make efficient use of the public's limited resources.
- It will make our city and region more transit friendly placing the needs and convenience of transit users first.
- It will increase pedestrian and bicycle mobility and safety.
- It will be designed to be adaptable to dramatic changes in technology and society. These include autonomous and on-demand for hire vehicles and increasing use of active transportation modes like bicycles, walking, electric bikes and scooters.

Three different options have been presented. Each has plusses and minuses and no optimal solution has been identified. This has resulted in a call for a 4th scenario moving the transit center elsewhere – perhaps south of 2nd Street, east of the tidal estuary, on the former Glass and Sash Site.

The fourth site would place the transit center further away from the SMART Station and the core of downtown. It would also increase the number of pedestrians crossing Second and Third Streets and likely have an adverse impact on transit vehicle routing and transit user convenience.

By including expansion onto the Citibank site and possibly land north of Fourth Street, the transit center is located where it needs to be. Our focus should be how to optimize this expanded footprint.

Strategic Planning Considerations:

Strategic planning involves identifying mid and long-term objectives for the Transit Center. It also involves recognition that mid-term solutions will not be optimal but will be steps toward achieving the longer term desired outcome. Consider the following:

- We have the ability to attract regional transportation funds far in excess of what would typically be available for a city of 60,000. The reason is our location as the Bay Area gateway for Sonoma and the north coast counties – the Redwood Empire.
- Acquisition of Downtown property is expensive and challenging.
- SMART's operation of trains with at grade crossing of streets in Downtown San Rafael limits its capacity to three car trains, the space between Third and Fourth Street, and is exacerbating the conflict between east-west and north-south movement.
- Changing technologies in transportation and mobility makes investment in vertical construction risky since transit center design is driven by existing vehicle technology and mobility patterns.
- Construction costs are currently escalating but are also highly volatile. This is not an ideal time to build large public construction projects.
- While there are undeniably pressing needs for affordable housing, existing Bettini land is too precious and at too critical of a location to consider selling and developing for some other use at this time.
- Pedestrian and bicycle access across the 101/SMART transportation corridor including Hetheron and Irwin Streets and across Third Street needs to be improved and made safer.
- Whatever solutions emerge, they need to be fitting as the gateway for Marin and the North Bay and enhance Downtown San Rafael.
- This a key place-making opportunity for our Downtown.
- There are some valuable historic/cultural resources within the transit center area that deserve a place in our city's future. These are the Northwestern Pacific

Railroad Depot-Whistlestop building and the two Queen Anne Victorian residences on the south side of Fifth Avenue.

- The City is a critical partner in the planning and implementation of the transit center.
- The City's Station Area Plan provides a blue print for planning and design of the transit center and the surrounding area. One of its key provisions is making Tamalpias Avenue a pedestrian/bicycle street fronted by active uses: Downtown's front door.
- The needs of all transit operators, concessionaires, and users require consideration and their input must be actively sought in the planning process.
- Cross US 101/SMART corridor capacity is limited: Blocking east-west streets such as 5th Ave further exacerbates this challenge and should be avoided.

Recommendations:

- Plan for SMART to be placed on a double track elevated structure through downtown to eliminate all grade crossings south of the Porto Suelo Hill Tunnel as a long-term objective. This eliminates one of the major conflicts in east-west mobility and improves safety. It frees ground for the transit center eliminating the current the Bettini-rail conflict. This also provides a corridor for the north-south greenway and at appropriate locations wetlands for conditioning urban runoff. It removes a capacity constraint for SMART operations allowing longer trains. Additionally, it allows for grade separated pedestrian movement from the rail platforms to other transit modes eliminating crossing conflicts. *Transit center design should not preclude this future improvement or make it more difficult and costly to achieve.*
- Meet short and midterm anticipated needs by accommodating all transportation center functions at ground level. This reduces the risk of obsolescence allowing transitions in transportation technology and mobility to be sorted out over the next several years. It reduces initial costs to land acquisition and more modest capital improvements in line with currently anticipated resources.
- Limit vertical construction to shelters and other comfort amenities for the mid-term.
- Avoid pedestrian road crossing conflicts by modeling train and bus transfer demand and locating bus loading bays to facilitate transfers.
- Provide improved capacity and queuing for Uber, Lyft, taxis and kiss and ride.
- Provide suitable demand based secure storage and charging stations for bicycles, e bikes.
- Determine the feasibility of accommodating bike and scooter share concessionaires.
- Identify routing for conflicting modes now, including pedestrians, bikes, busses and automobiles, to minimize conflicts and increase safety. Plan interim and long-term solutions in resolving crossing conflicts and access.

- Land bank for a future multimodal transit facility incorporating the elevated SMART tracks and station and future air rights development to help pay for the cost of the long-term facility.

Thank you for the opportunity to comment on the San Rafael Transit Center. Consideration of mid-term and long-term objectives can and should inform design and implementation of phased transit center improvements. This project provides an opportunity to support critical environmental imperatives such as reducing greenhouse gas emissions. It also provides an opportunity to build more robust mobility and parallel transportation capacity for Marin and the North Bay and help downtown become more walkable and transit oriented.

Sincerely,

Jeffrey D Rhoads RA LEED AP
Principal



MARIN COUNTY BICYCLE COALITION

Denis Mulligan, General Manager
Golden Gate Bridge, Highway and Transportation District
PO Box 9000
San Francisco, CA 94129-0601

Dear Mr. Mulligan,

Marin County Bicycle Coalition (MCBC) appreciates the opportunity to provide input on the San Rafael Transit Center Project. Founded in 1998, MCBC's mission is to promote safe bicycling for everyday transportation and recreation. We have long supported transit and bicycle-transit integration, valuing the two modes' ability to enable car-free mobility, especially when combined.

Between 2006-2016, over 160 people were hit--three killed--while walking or bicycling through the transit center area, making it the most dangerous area to walk and bike in Marin County. As a transportation hub for those travelling primarily without cars, it should be the *most* walkable and bikeable area, not the least.

With this in mind, MCBC feels strongly that our recommendations should be considered baseline project elements regardless of the preferred alternative.

All Ages & Abilities Bikeways

A recent [national survey](#) found that 51 percent of Americans are interested in bicycling more regularly, but too concerned for their safety to do so. In order to make bicycling an option for the majority of people, bikeways need to be designed for use by people of [all ages and abilities](#) (AAA), not just the strong and confident.

For the past year, MCBC has advocated for the [creation of a grid of all ages and abilities bikeways to and through Downtown San Rafael](#). San Rafael's current Bicycle and Pedestrian

Master Plan Update--set to be adopted by the City Council next Monday, July 16--includes two incredibly important potential AAA bikeways in the transit center area:

- **West Tamalpais Avenue (North-South Greenway):** West Tamalpais Avenue forms a short on-street segment as part of an otherwise continuous pathway from Sausalito to Novato known as the North-South Greenway. West Tamalpais should maintain the same low-stress bicycling experience that people enjoy on the pathways immediately to the north and south. **MCBC will strongly oppose any proposal that doesn't include separation or physical protection for people biking on West Tamalpais, especially if it generates an increase in vehicular traffic or curbside activity (through passenger loading zones, for example).**
- **Downtown East-West Commercial Connector:** There isn't a single inch of asphalt dedicated to moving bikes between the east and west through San Rafael's downtown. The City has committed to a feasibility study to look at the various east-west streets in hopes of identifying a street that can accommodate protected bike lanes. Fourth Street seems a likely (and preferred) candidate. **We encourage the City and GGBHTD to move forward with this study and consider whether protected bike lanes can be incorporated into this project--or better yet, constructed sooner.**

For more information on what constitutes an AAA bikeway, we recommend consulting NACTO's [*Designing for All Ages & Abilities: Contextual Guidance for High-Comfort Bicycle Facilities*](#).

Bike Parking & Bike Share

Ample secure bicycle parking will also play an important role in encouraging people to bike to the transit center. MCBC recommends incorporating the recommendations outlined in the [*SMART Stations' Bicycle Parking Investment Plan \(2016\)*](#):

- A mix of short (inverted u-racks) and long-term (e-lockers or a secure bike shelter) parking. The *Investment Plan* recommended 10 inverted u-racks and a secure bike shelter with 60 spaces at the Downtown San Rafael SMART Station.
- Both types of bike parking should be conveniently located, with easy access to the SMART platforms and transit center. They should be located in well-lit, visible areas to prevent theft.

Transportation Authority of Marin and Sonoma County Transportation Authority are moving

forward with a new bike share system that will serve SMART station areas. Though this system will likely be dockless, MCBC recommends GGBHTD set aside a dedicated space for bike share parking so that the bikes can be easily located and returned by riders.

Walkability

As is often noted, everyone is a pedestrian. This is especially true for transit riders, who rely heavily on their feet and mobility aids to make transfers or get between transit and their destinations.

MCBC encourages the City of San Rafael and GGBHTD to design the transit center and its surroundings with convenience, safety, and aesthetics in mind in order to create a walkable and inviting transit center. Pedestrian crossings of busy one-way streets in the area should be minimized, as these roadways have higher rates of collisions that result in severe injuries.

Implementation

The transit center relocation presents a unique opportunity to reinvent an area that is currently inhospitable to people walking and bicycling. MCBC strongly encourages GGBHTD and all agencies involved to implement the recommendations outlined above as baseline elements of the project.

Respectfully Submitted,

A handwritten signature in black ink, appearing to read 'Bjorn Gripenburg', written in a cursive style.

Bjorn Gripenburg
Policy & Planning Director
Marin County Bicycle Coalition

cc:

Damon Connolly, County of Marin

Gary Phillips, City of San Rafael

Dianne Steinhauser, Transportation Authority of Marin

Nancy Whelan, Marin Transit

Farhad Mansourian, SMART

Jim Schutz, City of San Rafael

Steve Kinsey, Alta Planning + Design

San Rafael Chamber

July 10, 2018

Raymond Santiago - Principle Planner
Golden Gate Bridge, Highway and Transportation District
1011 Anderson Drive
San Rafael, CA 94901

Re: San Rafael Transit Center

Dear Mr. Santiago:

On behalf of the San Rafael Chamber of Commerce, which represents 625 Marin County employers with over 26,000 employees, we welcome the opportunity to provide Golden Gate Bridge, Highway and Transportation District (GGBHTD) additional comments on the proposed concepts presented at the June 12th community meeting.

Option #1: Two Story Concept - We believe this concept to be the safest concept because the rider does not have to cross city streets to transfer between busses and safety is of the highest priority; however, we have grave concerns that this will not be aesthetically pleasing for the rider or the community at large. This concept would only be worth exploring if there was a guarantee that the design would act as a gateway to Downtown and the user experience was pleasant.

Option # 2: Across the Freeway Concept - This concept is desirable as it would improve a blighted area under the freeway and provides convenient pedestrian crossings to Fourth Street. This concept also allows for more flexibility and opportunities for future development by moving the focus east. Our major concern is the long walk times, especially for our aging population between bus bays and the SMART Trains. We recommend that GGBHTD study this concept further using ridership data that is provided by SMART.

Option #3: 4th Street Gateway Concept - Chamber leadership found this concept to be the least appealing. By eliminating the right hand turn onto Fourth Street from Heatherton, it creates difficult access to the Downtown area and may create more traffic on Fifth Avenue. This concept also utilizes both sides of Fourth Street and takes up prime development opportunities.

Option #4: Whistlestop Block Concept - Chamber leadership found this concept desirable. It preserves viable development sites by consolidating most bus bays on one site and provides flexibility of future transit needs. The concept also provides convenient pedestrian access to the Downtown area and can act as a gateway to Fourth Street. However, we have concerns about the impact of the additional bus bays on Third Street and believe that the design criteria to preserve the Whistlestop building is causing limitations. We ask GGBHTD and the City of San Rafael to further study this concept and possibly consider the Whistlestop building not essential in the design criteria as we believe this will open up more options.

Sincerely,



Joanne Webster, President and CEO

cc via email: Chamber Board of Directors

817 Mission Avenue - San Rafael, CA 94901 - (415) 454-4163 - www.srchamber.com



POINT SAN PEDRO ROAD COALITION

"Fostering Quality of Life in our Community"

Coalition Directors

July 15, 2018

Co-Presidents

*Denise Lucy
Bonnie Marmor*

Mr. Raymond Santiago, Principal Planner
Golden Gate Bridge District Highway and Transportation District
1011 Andersen Drive
San Rafael CA 94901

Secretary

Kati Miller

Treasurer

Dave Crutcher

Re: San Rafael Transit Center Relocation

Directors

*Kevin Hagerty
Sara Jensen
Alan Schaevitz*

Dear Mr. Santiago:

The Point San Pedro Road Coalition welcomes the opportunity to provide the Golden Gate Bridge and Transportation District ("District") with input on the Preliminary Concepts Under Consideration that were presented at the San Rafael Community Meeting on June 12. Residents along the Pt. San Pedro Road peninsula are very interested in this project and recognize the importance of convenient bus and SMART train access as well as improved pedestrian and bicycle safety. However, there are serious concerns in our community about the potential to be adversely impacted by traffic delays arising from the relocation of the Transit Center and extension of SMART to Larkspur.

Standing Committee Chairs

Disaster Preparedness

Henry Warren

We have reviewed the Concepts developed by the District. It is difficult to assess the options without ridership data to indicate projected use including: (a) how many people are estimated to be accessing the bus station and SMART train, (b) from which directions will the people approach and (c) how users will get there on foot, in cars, on bikes, etc. However, with the information provided, the Whistlestop Block Concept option appears most promising.

Loch Lomond Marina

*Sara Jensen
Alan Schaevitz*

We think the Whistlestop Block Concept can be enhanced by making some additional modifications, such as:

Pt. San Pedro Roadway

Kevin Hagerty

1. Move the three bus bays currently shown on Third Street and four bus bays on Tamalpais Avenue on the area now used as the for Whistlestop parking lot at Tamalpais and Lincoln. This has many benefits:

S.R. Rock Quarry

Dave Crutcher

Wetlands

Rodney Ruskin

- Removes buses from congested streets while patrons get on and off the buses.
- Makes it easier for bus riders to transfer between different bus routes.
- Makes it easier for SMART riders to transfer to buses (and vice versa).
- Costs to acquire the space on the block west of Tamalpais to enhance the Whistlestop Block Concept may be low since much of the block is currently not developed.
- Places this location near to development sites.
- Provides potential to utilize more of the block between Tamalpais and Lincoln could greatly enhance the Whistlestop Block Concept project and provide both an improved Gateway to San Rafael and integration with Downtown, possibly making room for a central plaza.

2. Use Tamalpais Avenue between 3rd and 4th Street as a designated passenger drop off and pick up area, an area for taxis and Ubers, as well as a bike lane. This, too would have many benefits:
 - Eliminates the need for buses to turn onto Tamalpais Avenue making it easier for pedestrians to cross Tamalpais, improves safety, and makes the entrance to the Whistlestop building more accessible.
 - Enhances passenger, bicycle, and pedestrian safety by prohibiting buses on the block of Tamalpais Avenue between 3rd and 4th streets.
 - Eliminates the need for pedestrians to cross 4th Street from the drop off/pick up area as shown in the Concept proposal.
 - Provides easy access to the Whistlestop building, which can be used as the heart of the Transit Center and train station.
 - Keeps buses off of this block allowing for a view corridor and making it possible for the Whistlestop building to be seen and appreciated.

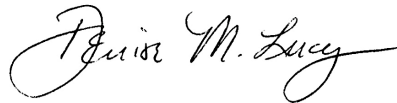
If preservation of the entire Whistlestop Building in its current configuration results in significantly greater financial costs, a reduction in pedestrian and bicycle safety, and/or adverse traffic impacts, then this constraint should be reconsidered.

The Point San Pedro Road Coalition will continue to monitor the progress of this important project. We will appreciate being informed when data about ridership and traffic becomes available as it will profoundly affect consideration of the various concepts. It is critical for community to receive information well in advance of deadlines for input so that we can provide meaningful comments in the future. We look forward to continuing to work with you and your project team.

Sincerely,



Bonnie Marmor
Co-President



Denise M. Lucy
Co-President

cc:

Mayor Gary Phillips
San Rafael City Council
Supervisor Damon Connolly
Steve Kinsey, Alta Planning

The Point San Pedro Road Coalition (FEIN 68-0458233) is a 501(c)(3) tax-exempt organization. Subject to applicable limits, your contributions are tax-deductible



LEAGUE OF WOMEN VOTERS OF MARIN COUNTY

July 10, 2018

Mr. Raymond Santiago, Principal Planner
Golden Gate Bridge District Highway and Transportation District
1011 Andersen Drive
San Rafael, CA 94901

Dear Mr. Santiago:

The League of Women Voters of Marin welcomes the opportunity to provide Golden Gate Bridge and Transportation District ("District") with the following input on the proposed five options presented at the San Rafael Community Meeting on June 12.

We have supplemented the District's pro and con arguments for each concept with our own input.

Option 1: Across the Freeway Concept

Pros: No additional comments

Cons:

- A. Area under freeway is not pleasant. It is dark and noisy. If used, the area would need its own roof, a lot of additional lighting and possibly some public art.
- B. It is unclear whether the proposed drop off and pick up area on 4th Street will function efficiently. There are possible issues with turning patterns in and out the area and resulting traffic backups on 4th Street.
- C. Narrow island serving southbound buses on Hetherton Street is not a pleasant and safe place to wait for buses.
- D. Proposed Public Plaza located on west side of Hetherton Street is not a desirable place to be. It is exposed to heavy traffic on Hetherton Street and the related noise.
- E. Proposed option does not show location of bicycle pathway.

Option 1A: Across the Freeway Concept – Hetherton Shift Option

Pros: No additional comments

Cons:

- A. Narrow loading island on east side of Hetherton is adjacent to busy traffic lane.
- B. Many riders coming off buses on east side of Hetherton Street needing to cross to the west side of Hetherton Street will choose to unsafely jaywalk across the middle of the block instead of using the pedestrian crosswalks at 3rd /Hetherton Streets or 2nd / Hetherton Streets.

Option 2: Two Story Concept

Pros: No additional comments

Cons:

- A. The building would be enormous and out of portion with other structures in the area.
- B. Does not create a pleasant gateway to Downtown.

- C. Lacks public space area.
- D. The street-level area of the transit center would be an unpleasant place to drop-off and pick-up passengers or to wait for buses.

Option 3: Whistlestop Block Concept

Pros:

- A. Allows for Whistlestop building to be used as a comfortable public space, with transit information, restrooms, and seating areas as well other amenities including restaurants.
- B. Allows for the elimination of the 3rd Street bus bays if not needed in the future.
- C. Provides for easy transfer between all buses. Patrons do not have to cross busy streets.
- D. Good integration of North/South bike lane into project area.

Cons:

- A. Southbound buses must circle block to reach freeway.
- B. Lacks pedestrian crosswalks on existing Transit Center site to Whistlestop block, thus inconveniencing transit users. All crosswalks to the site need to be enhanced for pedestrian safety.

Option 4: 4th Street Gateway Concept

Pros: No additional comments

Cons:

- A. Inefficient use of Citi Bank site with just eight bus bays.
- B. Proposed Public Plaza located on west side of Hetherton Street is not a desirable place to be. It is exposed to heavy traffic on Hetherton Street and the related noise.
- C. Not a true gateway to Downtown. Eliminates vehicular right turn on 4th Street.
- D. Plan will increase traffic on Fifth Avenue, once right turn on 4th Street is prohibited.
- E. Confusing South/North Bike Path relocation using East Tamalpais Avenue crossing 4th Street and then traveling on sidewalk on 4th Street to Tamalpais Street.

General Comments: The District needs to have the San Rafael Department of Public Works review all options to confirm the traffic impacts and to explore approximate mitigation measures where necessary.

All options need to include full roof coverage for bus bays for shelter from elements and for the comfort and safety of patrons.

The Whistlestop Concept is the most promising, and the Two-Story Concept is the least desirable.

The League of Women Voters will continue to monitor the progress of this important project. We look forward to continuing to work with you and your project team.

Sincerely,



Ann Batman, President



July 11, 2018

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415.457.7656

Raymond Santiago
Principle Planner
Golden Gate Transit District
1011 Andersen Drive
San Rafael, CA 94901

RE: San Rafael Transit Center Concepts

Dear Raymond,
Sustainable San Rafael has carefully reviewed the four concepts developed by your team for the new San Rafael Transit Center. We think the 'Whistlestop Block' concept has great merit, safely consolidating transit services and returning the depot building to transit use. It fulfills all the objectives outlined in our May 21 letter.

'Whistlestop Block' Concept

This concept also has the best 'place-making' possibilities, creating a central 'transit plaza' framed by 'gateway' development opportunities north and south, the Tamalpais bikeway to the west, and the chance to restore the creek and otherwise enliven the area under the freeway east of the site. Altogether, the concept would result in a welcoming and active entry to San Rafael, implementing the basic scheme first presented in the Downtown Station Area Plan.

One modification that we would ask you to consider is reversing the direction of the four buses shown on Tamalpais, so they would enter from 4th Street and proceed south. This would allow passenger loading along the west side of the street, with the bikeway switched to the east side to better align with the bikeway along Tamalpais to the north and to provide a more open setting for the depot building. Whichever the direction of the buses, it appears that the Concept could be achieved within the 50' Tamalpais right-of-way and still provide sufficient sidewalks on both sides.

We defer to the traffic engineers and bus route planners regarding the location of the three buses shown along the heavily trafficked 3rd Street. However, further consolidation of transit could be accomplished by acquiring an additional 50' (one lot width) along the west side of Tamalpais between 3rd & 4th. This would allow both northbound and southbound buses on this block, perhaps loading from a central island to keep the sidewalks unencumbered.

A simpler alternative would be to relocate the three 3rd Street buses to the west side of the Bettini site, which currently accommodates four buses. A reconfigured site could allow for bus turning radii and still provide car drop-off and taxis along the east curb, with the bike path along the west curb, in alignment with the 2nd Street crosswalk. Passengers would have direct access to the main transit plaza via the safe pedestrian and bicycle crosswalk at 3rd and Tamalpais.

Additional considerations related to the Whistlestop Block Concept:

- This concept provides the greatest flexibility for future expansion and modifications of transit services, securing public ownership of the entire block between 3rd and 4th Streets, while retaining public ownership of the Bettini site by ground-leasing development rights on its most buildable eastern portion.
- Public ownership and use of the depot building, with portions perhaps operated by private parties, offers a number of possibilities, including ample ground floor transit services and perhaps direct access to the west train platform. Marin-specific retail and cafes could open onto plazas at both ends of the building. The original arcade might be re-opened to engage such uses and invite in the public. Upstairs offices and meeting rooms could be rehabilitated, and the bike storage shown west of Tamalpais could also be accommodated. The building would provide an iconic visual anchor for both the transit plaza block and the surrounding gateway district.
- The 2-story depot building together with the open transit uses would provide a visual commons at San Rafael's front door, which would help avoid the walling off of downtown as adjacent blocks are developed with taller building. This would also help preserve the view corridor along Tamalpais and the train tracks from 2nd Street to Mission, keeping the city's defining hillsides in view.
- The car and taxi drop-off zones shown along Tamalpais north of 4th Street are important elements of this concept. They should be supplemented by the zone south of 3rd, as mentioned above.
- Enhanced pedestrian pathways from the park-and-ride lots under the freeway should also be provided as part of this concept, together with restriping, repaving and perhaps reconfiguration to improve usage of the lots and pedestrian access to the East End of 4th Street. Restoration of the creek would greatly enhance this experience.
- As recommended in our May 21 letter, the 'gateway' quality of the new transit center would also be heightened planting large street trees (like the London Plane trees now thriving on 5th Avenue) along Hetherton, Irwin and Tamalpais, and within the transit plaza itself. The arrival into San Rafael would then feel like entering a vibrant downtown in a park-like setting.

'Under Freeway' Concepts

The various under freeway schemes that have been suggested seem far less pleasant for users and require crossing busy Hetherton to reach the trains, other buses and downtown, as well as covering over portions of the creek and thereby sacrificing the amenity it could provide if properly restored. The noise and exhaust under the freeway

make it an unpleasant and perhaps unhealthy place to wait, which would require extensive structures, lighting, artwork and other mitigations. The narrow bus islands on Hetherton are particularly unwelcoming and unsafe places for passengers awaiting their bus.

'4th Street Gateway' Concept

Our chief concern with this concept is that the buses on both sides of 4th Street would interrupt enhanced pedestrian access to the East End. Maintaining an unencumbered sidewalk on the north side of the street is essential to this goal. The concept also precludes development of a significant opportunity site at the northwest corner of 4th and Hetherton and sacrifices two Victorian buildings on 5th Avenue. The 'plazas' shown on Hetherton are too small and uninviting to function as open space. The scheme also prohibits automobile turns onto 4th Street.

'Two-Story' Concept

The success of such a large building concept would require an extraordinary architectural effort, which we feel cannot be adequately assured, especially within a limited budget. Elegant solutions to the ramping required and to the covering of 3rd Street are not obvious.

Need for more operational information

For the public and decision-makers to adequately evaluate the concepts being presented in September, much more information is needed about how the various schemes would actually function for the buses and how bus movements would affect the surrounding streets. The missing information includes the routing of the buses and the numbers of passengers transferring among the various bus lines and between each bus line and the train.

Equally important, the pedestrian and bike routes to and through the Transit Center need to be thoroughly diagrammed for each concept, in particular addressing the needs of students and others en route from the Canal, San Rafael High and Davidson Middle School. This basic functional data is critical for developing and judging the concepts, and we suggest that it be made available as early as possible.

Thank you and your team for your diligence in offering a range of concepts for public consideration.

Sincerely,

William Carney
President, Sustainable San Rafael

Copies:

Mayor Gary Phillips
San Rafael City Council
Bill Guerin
Paul Jensen
Danielle O'Leary
Steve Kinsey



July 16, 2018

Denis Mulligan, General Manager
Golden Gate Bridge, Highway and Transportation District
PO Box 9000
San Francisco, CA 94129-0601

Dear Mr. Mulligan,

The San Francisco Bay Trail project appreciates the opportunity to provide input on the San Rafael Transit Center Project. Founded in 1989 via Senate Bill 100, the Bay Trail's mission is to complete a 500-mile walking and cycling path around the entire San Francisco Bay, running through all nine Bay Area counties and 47 cities. Over 350 miles of trail are in place today, including 39 of 46 planned miles in Marin County.

Downtown San Rafael has long been a vexing area for walking and biking. Despite its key role in hosting the Bettini Transit Center—the County's hub for mass transit—getting to or from the busses and trains located here is not only exceedingly difficult, but is also undeniably dangerous. Between 2006-2016, over 160 people were hit--three killed--while walking or bicycling in the vicinity, making it the most dangerous area to walk and bike in Marin County. As a transportation hub for those travelling primarily without cars, it should be the most walkable and bikeable area, not the least.

The Bay Trail has recently adopted the planned 2nd to Anderson SMART pathway into its alignment and we look forward to seeing that important trail segment come to fruition. Heading east, the Bay Trail alignment runs out Third Street/Point San Pedro Road and around China Camp State Park. The San Francisco Bay Trail grant program funded 100% design for the new multi-use pathway on the Grand Avenue Bridge, and was a financial contributor to the Canalways Study in order to assist the City of San Rafael in completing the Bay Trail.

The relocation/redesign of the San Rafael Transit Center represents a prime, once-in-a-lifetime opportunity to not only complete the Bay Trail in downtown San Rafael and to capitalize on previous grant investments, but to change this area from a truly dangerous place inhospitable to cyclists and pedestrians to one that is a vibrant and thriving gateway for the City. To achieve this, it will be necessary to look beyond the transit center itself, and to include connections into and out of this space. For the Bay Trail, the most important of these connections are as follows:

- West Tamalpais Avenue forms a short on-street segment as part of an otherwise continuous pathway from Sausalito to Novato known as the North-South Greenway—and is also part of the San Francisco Bay Trail. West Tamalpais should maintain the same low-stress bicycling experience that people enjoy on the pathways immediately to the north and south. The Bay Trail would be extremely

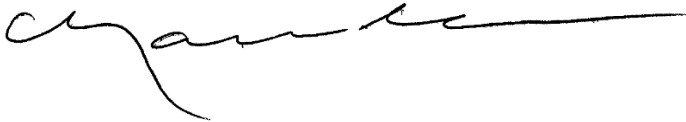
concerned with any proposal that didn't include separation or physical protection for people biking on West Tamalpais, especially if it generates an increase in vehicular traffic or curbside activity (through passenger loading zones, for example).

- The City has committed to a feasibility study looking at east-west connections to identify a street that can accommodate protected bike lanes. While the current Bay Trail alignment in this area is shown on 2nd and 3rd Streets, these are "proposed" versus "existing" segments and it is clear that these may not be the preferred streets for cyclists and pedestrians in the context of a reconfigured transit center (Fourth Street seems a likely candidate). We encourage the City and GGBHTD to move forward with this study as soon as possible, and to also consider how safe and inviting connections to San Rafael High, the Canal Neighborhood via the Grand Avenue Bridge, Montecito Plaza, and ultimately China Camp State park can be made.

The Bay Trail Project looks forward to participating in this planning effort as it moves forward. The long standing and dangerous gaps for walkers and cyclists in this important part of the County deserve robust attention and resources as part of the Transit Center relocation planning work.

If you have any questions about these comments or about the Bay Trail, please do not hesitate to contact me at (415) 820-7909 or by e-mail, mgaffney@bayareametro.gov.

Sincerely,



Maureen Gaffney
Principal Planner
Bay and Water Trail Programs
ABAG/MTC

Cc: Damon Connolly, County of Marin
Gary Phillips, City of San Rafael
Dianne Steinhauer, Transportation Authority of Marin
Nancy Whelan, Marin Transit
Farhad Mansourian, SMART
Jim Schutz, City of San Rafael
Steve Kinsey, Alta Planning + Design
Bjorn Griepenberg, MCBC

Encl: 1

22 SAN FRANCISCO BayTrail



Bay Trail

- Paved
- Dirt/Gravel
- On Street
- - - Planned

Other Trail

- Existing
- - - Planned

see map 24

see map 23

see map 21