

# SAN RAFAEL TRANSIT CENTER OPEN HOUSE - JUNE 25 2024

## WHAT WE HEARD REPORT

JULY 24, 2024



Prepared by  
**DIALOG**

# Open House Summary

On June 25, 2024, the Golden Gate Bridge, Highway and Transportation District (GGBHTD) hosted an Open House to hear community input on design opportunities for the San Rafael Transit Center Relocation project. It was held at the Vivalon Cafe from 5:30-7:30 pm. An estimated 36 people attended throughout the evening and provided feedback on printed boards using post-it notes. All material was provided in both English and Spanish, with interpretation services available. Parallel outreach activities included a Canal Alliance Facebook Live event held June 24, 2024; this is described at the end of this document.

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

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

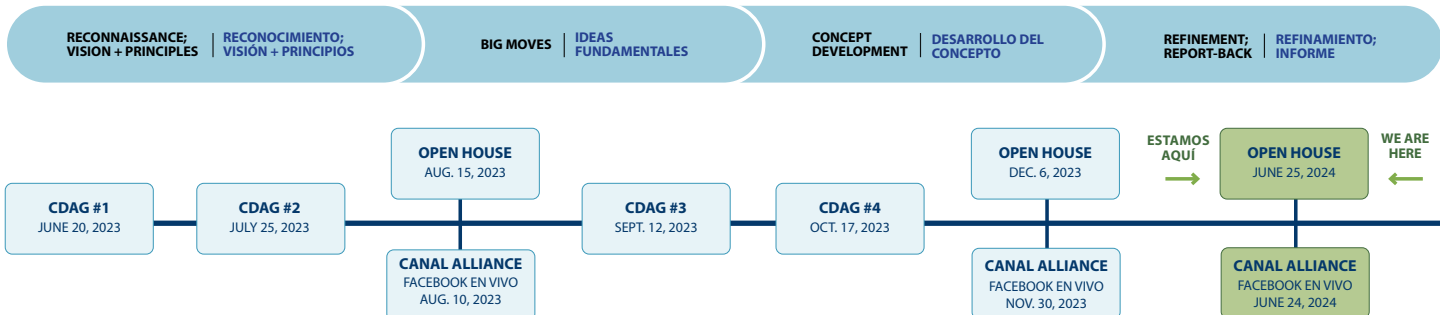
- Project schedule and community engagement process
- Community Design Advisory Group description and engagement process
- Recap of August and December 2023 public outreach activities
- Summary of design response to comments received at previous engagement events
- Proposed Site Plan
- Plaza design and bike lane configuration
- Incorporating elements from the Northwestern Pacific Railroad Depot Building
- Customer Service Building concept
- Canopy Concept, including shade and solar opportunities



## Project Information Información del Proyecto



Existing Transit Center / Centro de Transporte Existente (Blue outline)  
New Transit Center / Nuevo Centro de Transporte (Orange outline)



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

# How We Integrated Public Comments Into the Design

During the 2023 Open House events, the project team brought several questions, options, and ideas to the community for direct input. The project team reviewed very comment and integrated as many community ideas as practical and appropriate into the design. The intent of this Open House was to present the outcomes of the earlier events and share back how the project team integrated public comments into the design. While thoughts were not requested for every board, some participants continued to provided comments. There are many fewer comments from this event than the 2023 events.

Open house attendees provided comments on a summary of how the design of the project has responded to public comments thus far.

The following list represents comments provided via post-it notes.

- *How will the hours of operation of bathrooms? The current hours are unacceptable.*
- *Heavy maintenance on canopy. Potential soot from diesel buses*

## How We Integrated Public Comments Into the Design





### Cómo integramos los comentarios del público en el diseño

**What We Heard: Key Themes | Lo Que Escuchamos: Destacados**

We have received hundreds of comments on dozens of topics during the 2023 engagement events. We have carefully reviewed all of them. In most cases, we have either included them in our Preliminary Design approach or have noted them for development in Final Design. The following ten topics identify key themes that were frequently repeated.


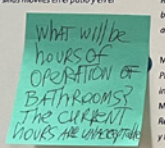
Hemos recibido cientos de comentarios sobre docenas de temas durante los eventos de participación de 2023. Los hemos revisado todos cuidadosamente. En la mayoría de los casos, los hemos incluido en nuestro diseño preliminar o los hemos considerado para su desarrollo en el diseño final. Los diez puntos siguientes identifican temas clave que se repitieron con frecuencia.

- Signage:** Provide real time arrival/departure signage and other informational signage for transit riders. Provide interpretive signage to share railroad history. *Response: Real-time and other transit signage is provided. Additional transit and interpretive signage will be added during Final Design.*  
Señalización: Señalización de salidas y llegadas en tiempo real y otras señales informativas para los usuarios del transporte público. Señalización interpretativa de la historia del ferrocarril. *Respuesta: Se ha previsto señalización de transporte en tiempo real y de otro tipo. Durante el diseño final se añadirá más señalización de tránsito e interpretativa.*
- Safety:** Safety and security are a top priority. *Response: The project includes security huts in the plaza and under the bus canopy, and security cameras will be added during Final Design. Additional Crime Prevention Through Environmental Design (CPTED) measures are also integrated throughout the project.*  
Seguridad: La seguridad es una prioridad absoluta. *Respuesta: Hemos propuesto casetas de seguridad en la plaza y bajo la marquesina del autobús, y durante el diseño final se añadirán cámaras de seguridad. También se han integrado las medidas de prevención de la delincuencia a través del diseño medioambiental (CPTED) están integradas en todo el proyecto.*
- Seating:** Provide seating for transit riders and community members. Include seating with arm rests to improve accessibility. Provide moveable tables and chairs in the courtyard and at the south end of the plaza. *Response: Seating with arm rests are provided at bus waiting areas, in the plaza and in the courtyard. Moveable tables and chairs are in the courtyard and south end of the plaza.*  
Asientos: Proporcionar asientos para los pasajeros del transporte público y los miembros de la comunidad. Incluir asientos con reposabrazos para mejorar la accesibilidad. Proporcionar mesas y sillas móviles en el patio y en el extremo sur de la plaza. *Respuesta: Se proporcionan asientos con reposabrazos en los áreas de espera de autobuses, en la plaza y en el patio. Hay mesas y sillas móviles en el patio y en el extremo sur de la plaza.*
- Bike facility:** The community expressed mixed opinions on the two-way bike lane between 3rd and 4th St. Some preferred a shared use trail, but most bike/pedestrian advocates strongly preferred to separate bicycle and pedestrian traffic for safety purposes. (The City of San Rafael also requested this separation.) *Response: The two-way bike lane is at the same level as the plaza, and is bordered either by planter boxes or tactile strips. There are pedestrian crosswalks at the building entry end of the plaza.*  
Instalaciones para bicicletas: La comunidad expresó opiniones encontradas sobre la ciclovía bidireccional entre 3rd y 4th St. Algunos prefieren un tramo de uso compartido, pero la mayoría de los defensores de bicicletas y peatones prefieren separar el tráfico de bicicletas y peatones por motivos de seguridad. (La ciudad de San Rafael también solicitó esta separación.) *Respuesta: La ciclovía bidireccional está al mismo nivel que la plaza y está bordeada por jardinerías o franjas táctiles. Hay pasos de peatones en la entrada del edificio y en la plaza.*
- Gateway:** Create a gateway to downtown San Rafael. *Response: The bus canopy between Hetherton and the SMART station is a large structure that will be a landmark signifying entry to the downtown area. The 4th St. plaza will also serve as an entry point.*  
Entrada: Crear una puerta de entrada al centro de San Rafael. *Respuesta: La marquesina de autobuses situada entre Hetherton y la estación SMART es una gran estructura que servirá de punto de referencia para acceder al centro de la ciudad. La plaza de la calle 4 también servirá como punto de entrada.*
- Restrooms:** Two single user public restrooms are not sufficient, and that a drinking fountain would be helpful. *Response: The Customer Service Building now includes a drinking fountain and men's and women's rooms with a total of six stalls, of which two are accessible. Baños: Dos baños públicos para un solo usuario no son suficientes y que sería útil un bebedero. *Respuesta: El edificio de servicio al cliente cuenta ahora con un bebedero y baños para hombres y mujeres con un total de seis cubículos, de los cuales dos son accesibles.**
- Shelter:** Provide weather protection for transit riders. *Response: Shade analysis guided canopy size and position. Added trees and vegetation to key locations.*  
Marquesina: Proporcionar protección contra la intemperie a los usuarios del transporte público. *Respuesta: El análisis de la sombra orientó el tamaño y la ubicación de las copas de los árboles. Se añadieron árboles y vegetación en lugares clave.*
- Greenery:** Provide more vegetation than the current transit center does, particularly large shade trees along streets, particularly Tamalpais Ave. and Hetherton St. *Response: Although narrow sidewalks and other issues prevent street trees in some locations, the project includes as many trees as possible along Tamalpais Ave., Hetherton St., and in the plaza. Climbing vines will add greenery to the courtyard and adjacent to the SMART station.*  
Vegetación: Proporcionar más vegetación que el actual centro de tránsito, particularmente árboles grandes que den sombra a lo largo de las calles, particularmente Tamalpais Ave. y Hetherton St. *Respuesta: Aunque las banquetas estrechas y otros problemas impiden plantar árboles en algunas zonas, el proyecto incluye el mayor número posible de árboles a lo largo de la avenida Tamalpais, la calle Hetherton y la plaza. Las enredaderas añadirán vegetación al patio y a la zona adyacente a la estación SMART.*
- Historic preservation:** The community expressed mixed opinions on the existing "Whistlestop Building", originally the Northwestern Pacific Railroad Depot Building (the Depot). San Rafael Heritage prefers to reconstruct the 1929 building, including parts that no longer exist in their original condition. *Response: The new Customer Service Building will incorporate the elements of the 1929 building that still remain in place today. They will be repositioned to be similar to the original building. The project will not reconstruct the 1929 interior or the southern end of the building because these were previously removed and we don't have photos or drawings sufficiently documenting original conditions. This is in alignment with U.S. Department of the Interior recommendations. Conservación histórica: La comunidad expresó opiniones encontradas sobre el edificio de 1929 que aún se conservan en la actualidad. Se reubicarán para que sean similares a los del edificio original. El proyecto no reconstruirá el interior de 1929 ni el extremo sur del edificio porque ya fueron retirados y no disponemos de fotos o planos que documenten suficientemente las condiciones originales. Esto es ajusto a las recomendaciones del Departamento de Interior de los Estados Unidos.*

**WHAT WILL BE HOURS OF OPERATION OF BATHROOMS? THE CURRENT HOURS ARE UNACCEPTABLE**

**Heavy maintenance on canopy. Potential soot from diesel buses**

# Proposed Site Plan


Open house attendees provided comments on a preliminary design for the overall project site. The following list summarizes common topics represented across multiple comments:

- Bike-pedestrian conflict
- Bus maneuvering

The following list represents comments provided via post-it notes.

- *I'm surprised that this design differs from the present SRTC along Hetherton. At present the southbound buses (71, 101, 130, 150) pull into their bay alongside Hetherton. This proposed design will force buses to negotiate car traffic on 3rd and 4th Streets.*
- *New intersection onto 4th St will not work with afternoon traffic. Make access + egress via 3rd St only. Consider ? car drop off S. of 3rd and W. of 4th.*

- *To make this project effective, bring back all of the commuter buses as they were e.g. 24, 27, 44, 2, 56, 58*
- *Move the bike path westwards along the alley. For safety sake with pedestrians!*
- *Keep the businesses that are being affected by relocation informed through all the steps*
- *Re-route bike path directly from E. side of Tamalpais to west wall of SMART platform (behind the bus shelters) - shift bus portion of Tamalpais 10' west. This frees up depot plaza for pedestrians.*
- *Hwy 101 Buses (South and dir) - Why can't they stop on Hetherton? Too much travel time going into/out of transit center.*
- *I like this design!*



San Rafael Transit Center  
Public Open House  
2024

## Proposed Site Plan | Plano de Sitio Propuesto

**The project includes:**

1. Passenger pickup / drop off
2. Customer Service Building
3. North-South greenway
4. Plaza at Tamalpais Ave. & 4th St.
5. Bus shelters and trees on Tamalpais Ave.
6. Plantings next to SMART station
7. Large bus canopy between Hetherton and SMART station
8. Security kiosks
9. Street trees
10. Bike lockers
11. Bike racks
12. Service area (garbage, recycling, customer service storage, electrical equipment, etc)

**El proyecto incluye:**

1. Recogida y bajada de pasajeros
2. Edificio de atención al público
3. Ciclovía bidireccional
4. Plaza en la avenida Tamalpais y la calle 4
5. Paradas de autobús y árboles en Tamalpais Ave.
6. Jardinerías junto a la estación SMART
7. Gran marquesina de autobús entre Hetherton y la estación SMART
8. Quioscos de seguridad
9. Árboles en las calles
10. Lockers para bicicletas
11. Estacionamiento de bicicletas
12. Área de servicio (basura, reciclaje, almacén de atención al cliente, equipo eléctrico, etc)

**Post-it notes:**

- new intersection onto 4th st will not work with afternoon traffic. Make access + egress via 3rd st only. Consider ? car drop off S. of 3rd and W. of 4th.*
- TO MAKE THIS PROJECT EFFECTIVE, BRING BACK ALL OF THE COMMUTER BUSES AS THEY WERE (e.g. 24, 27, 44, 2, 56, 58)*
- MOVE THE BIKE PATH WESTWARDS ALONG THE ALLEY. FOR SAFETY SAKE WITH PEDESTRIANS!*
- KEEP THE BUSINESSES THAT ARE BEING AFFECTED BY RELOCATION INFORMED THROUGH ALL THE STEPS*
- RE-ROUTE BIKE PATH DIRECTLY FROM E. SIDE OF TAMALPAIS TO WEST WALL OF SMART PLATFORM (BEHIND THE BUS SHELTERS) - SHIFT BUS PORTION OF TAMALPAIS 10' WEST. THIS FREES UP DEPOT PLAZA FOR PEDESTRIANS.*
- HWY 101 BUSES (SOUTH AND DIR) - WHY CAN'T THEY STOP ON HETHERTON? TOO MUCH TRAVEL TIME GOING INTO/OUT OF TRANSIT CENTER.*
- I LIKE THIS DESIGN!*
- To make the project effective, bring back all of the commuter buses as they were, e.g. 24, 27, 44, 2, 56, 58*
- MOVE THE BIKE PATH WESTWARDS ALONG THE ALLEY. FOR SAFETY SAKE WITH PEDESTRIANS!*
- KEEP THE BUSINESSES THAT ARE BEING AFFECTED BY RELOCATION INFORMED THROUGH ALL THE STEPS*
- I like this design!*

# Preliminary Plaza Design

The Plaza design concept was shared at the Open House. The following list represents comments provided via post-it notes.

- *Ditch the interior plaza concept*
- *Cover the arcade seating area (#7) for eating / seating in bad weather. Use historic depot roof as a design guide.*
- *Sculptures? Art?*
- *I like the curved concrete seating idea*



San Rafael Transit Center  
Public Open House  
2024

## Preliminary Plaza Design | Propuesta de Diseño de la Plaza

### What We Heard | Lo Que Escuchamos

#### Key Themes from Community Engagement:

The community and CDAG feedback emphasized creating a welcoming, safe, and inclusive Plaza with numerous trees, flexible seating, and red brick pavement reflecting San Rafael's history. Key elements included bike lockers on Third and Fourth Streets, London Plane trees, and plant beds to enhance greenery and guide pedestrian movement. Additional bike racks were suggested for Tamalpais Avenue.

#### Temas destacados de la Participación Comunitaria:

Los comentarios de la comunidad y del CDAG destacaron la creación de una plaza acogedora, segura e inclusiva, con numerosos árboles, asientos flexibles y pavimento de ladrillo rojo que reflejan la historia de San Rafael. Los elementos clave incluyeron lockers para bicicletas en la calle 3, estacionamientos para bicicletas en las calles 3 y 4, árboles Plátanos de Londres y canteros para mejorar la vegetación y guiar el movimiento de los peatones. Se sugirieron estacionamientos adicionales para bicicletas en la avenida Tamalpais.

### Plaza Design | Diseño de la Plaza



- |  |   |                                    |  |  |  |
|--|---|------------------------------------|--|--|--|
| 1 Passenger Pick-up and Drop Off<br>Recogida y entrega de pasajeros    | 4 Two way bike lane (cycle track)<br>Ciclovia bidireccional | 6 Crosswalk<br>Cruce peatonal      | 8 Bus Shelter<br>Marquesina de autobús   | 10 Shrub & perennial planting<br>Arbustos y plantas perennes | 12 Two way bike lane (cycle track) on 4th Street to be developed in partnership with City.<br>Ciclovia bidireccional en la calle 4, que se desarrollará en colaboración con la ciudad. |
| 2 Bike Racks<br>Estacionamiento de bicicletas                          | 5 London Plane Trees<br>Plátanos de Londres                 | 7 Movable tables<br>Mesas y sillas | 9 Medium sized trees<br>Árboles medianos | 11 Security kiosk<br>Caseta de seguridad                     | 13 Red Brick Paving<br>Pavimento de ladrillo rojo  |
| 3 Opportunity for Solar Panels<br>Oportunidad para los paneles solares |   |                                    |  |  |  |

*DITCH THE INTERIOR PLAZA CONCEPT*

*Cover the arcade seating area (#7) for eating / seating in bad weather. Use historic depot roof as a design guide. Use historic roof as a design guide.*

#### Typical Shrub and Perennial Palette | Materiales del Diseño de Paisaje



Typical Shrub and Perennial Palette  
Paleta Típica de Arbustos y Plantas Perennes



London Plane Trees  
Plátanos de Londres



Street Trees  
Arbolado Urbano



San Rafael Transit Center  
Public Open House  
2024

## Preliminary Plaza Design | Propuesta de Diseño de la Plaza

### Plaza Design Materials | Materiales de Diseño la Plaza



Red Brick Paving for Plaza  
Pavimento de Ladrillo Rojo para Plaza



Movable Tables & Chairs  
Mesas y Sillas Móviles



Curved Concrete Seating at Bus Stops  
Asientos Curvos de Concreto en las Paradas de Autobús



Typical Bench in Plaza  
Banca Típica en Plaza



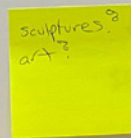
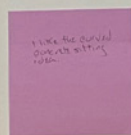
Temporary and Secured Bike Storage  
Estacionamiento Temporal de Bicicletas



Tactile Strips  
Bandas Táctiles



View of Customer Service Building and Plaza from the alleyway near 4th St. | Vista del Edificio de Atención al Público y de la Plaza desde el callejón cerca de la Calle 4



YOUR THOUGHTS HERE  
SUS PENSAMIENTOS AQUÍ

DIALOG

# Bike Lane Configuration

The approach to the two-way bike lane was shared for comment.

The following list represents comments provided via post-it notes.

- I think it's unsafe to intentionally create conflict between bike rides and bus riders
- Not at crosswalks!
- A bike path should not cut through a public square. Bike lanes should be rerouted next to a street.
- Please keep in mind that there is no communication between bikers and bikers and bikers and pedestrians. I like how they are separated.
- I like this design!
- Can the bike path be routed around (separated) the station? What keeps the bikers from going too fast?

- This scheme will lead to accidents between peds and bikes
- Bike valets for SF commuters
- Bike flashing light blinds cars to the point where they stop in middle of the road. Best to have bikers not blind cars and train conductor.

## Bike Lane Configuration | Configuración de la Ciclovía

Tamalpais Avenue between 2nd Street and 4th Street will become an important bicycle connector as part of the North / South Greenway. Improving bicycle safety is a key goal of this project. With the proposed design, the two-way bike lane is at sidewalk level. The bike lane is separated from bus waiting areas and the sidewalk by planters and seating. This layout will limit bike-pedestrian conflicts.

La avenida Tamalpais entre las calles 2 y 4 se convertirá en un importante conector para bicicletas como parte de la corredor verde Norte / Sur. Un objetivo clave de este proyecto es mejorar la seguridad de los ciclistas. En el diseño propuesto, la ciclovía está al nivel de la banqueta. La ciclovía está separada de las zonas de espera de los autobuses y de la acera por jardineras y bancas. Esta disposición limitará los conflictos entre bicicletas y peatones.

### Bike Amenity Plan Plano de Amenidades para Bicicletas

### What We Heard Lo Que Escuchamos

The District and consultant team reviewed bike lane configurations with numerous stakeholders, including the CDAG, public open house participants, the Marin County Bicycle Coalition, the City of San Rafael, the City's Bicycle-Pedestrian Advisory Committee, and the District's Pedestrian and Bicycle Advisory Committee. Although some perspectives were divergent, most agreed that the bicycle path should be at the plaza level and well differentiated from the surrounding pedestrian areas. The preliminary design aims to create a safe environment for pedestrians and cyclists.

### Section of Bike Lane at Sidewalk Level Sección de la Ciclovía a Nivel de Banqueta

NOTE: planters, seating and bus shelter are in the background. NOTA: la jardinería, los asientos y la marquesina de autobuses están al fondo.

El Distrito y el equipo de consultores revisaron las posibles configuraciones de la ciclovía con varias partes interesadas, incluyendo el CDAG, los participantes en las jornadas de puertas abiertas, la Coalición Ciclista del Condado de Marin, el Comité Asesor de Ciclistas y Peatones de la Ciudad de San Rafael, y el Comité Asesor de Peatones y Ciclistas del Distrito. Aunque algunos puntos de vista eran divergentes, la mayoría coincidió en que la ciclovía debía estar a nivel de la plaza y bien diferenciado de las zonas peatonales circundantes. El diseño preliminar pretende crear un entorno seguro para peatones y ciclistas.

View of two-way bike lane | Vista de la ciclovía bidireccional

I think it's UNSAFE TO intentionally create conflict between bike riders

Flashing bike light blinds cars to the point where they stop in middle of the road. Best to have bikers not blind cars and train conductor.

Bike valet for SF commuters.

A bike path should NOT CUT THROUGH A PUBLIC SQUARE. BIKE LANES SHOULD BE SEPARATED FROM THE SQUARE

Please keep in mind that there is no communication between bikers & bikers and bikers and pedestrians. I like how they are separated.

I like this design!

THEY SHOULD BE SEPARATED FROM THE SQUARE. PLEASE ASK BIKERS. AGREED

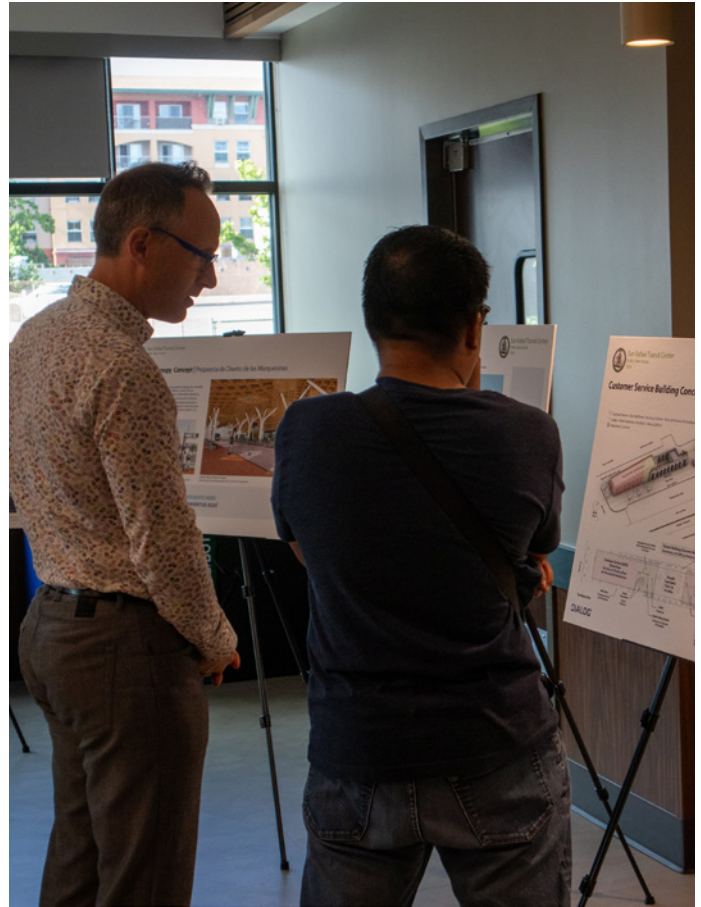
Can the bike path be routed around (separated) the station? What keeps the bikers from going too fast? What happens to the bikers who don't want to?

# Incorporating the Northwestern Pacific Railroad Depot Building

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

The following list represents comments provided via post-it notes.

- *Please consider a gabled, tile roof per the 1929 version. The shade structure will not be usable in rain or hot days, and a roof could provide an opportunity for great trusses.*



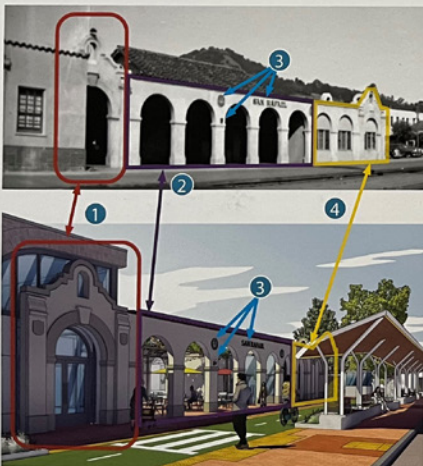
## Incorporating the Northwestern Pacific Railroad Depot Building

### Incorporación del Edificio de la Estación del Ferrocarril Northwestern Pacific

The railroad is an important part of the history of San Rafael, and this project is an opportunity to return portions of the original Depot building to serve a transportation function once again. The new Customer Service Building will incorporate historic elements from the Depot, and strive to recreate several original details, such as "San Rafael" signage.

El ferrocarril es una parte importante de la historia de San Rafael, y este proyecto es una oportunidad para devolver partes del edificio original de la estación a su función de transporte. El nuevo edificio de servicio al público incorporará elementos históricos de la estación y se esforzará por recrear varios detalles originales, como la señalización "San Rafael".

East Facade | Fachada Este



1. The original 1929 Depot entry facade will become the main entry to the new public lobby.
2. The original 1929 "arcade" will become the edge of a new public courtyard.
3. New "SAN RAFAEL" signage, railroad medallions and lighting will be added to the building, inspired by historic photos.
4. The north end of the Depot arcade will be recreated using existing Depot building elements. It will house a new café/retail space.
5. Most of the north facade of the original Depot no longer exists. This part of the new building will use historic photographs as a guide to help create the new facade.
6. The original one story west wall will be relocated as part of the new west facade.

1. La fachada de la entrada original de la estación de 1929 se convertirá en la entrada principal del nuevo vestíbulo público.
2. La "arcada" original de 1929 se convertirá en el perímetro de un nuevo patio público.
3. Se añadirá al edificio una nueva señalización "SAN RAFAEL", medallones ferroviarios e iluminación, inspirados en fotos históricas.
4. El extremo norte de la arcada de la estación se recreará utilizando elementos existentes del edificio de la estación. Albergará una nueva cafetería y un espacio comercial.
5. La mayor parte de la fachada norte de la estación original ya no existe. En esta parte del nuevo edificio se utilizarán fotografías históricas como guía para crear la nueva fachada.
6. El muro oeste original de un nivel se reubicará como parte de la nueva fachada oeste.

North Facade | Fachada Norte



West Facade | Fachada Oeste



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YOUR THOUGHTS HERE  
SUS PENSAMIENTOS AQUÍ



# Customer Service Building Concept

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

- Availability and schedule of public washrooms
- Food and beverage opportunities
- Incorporation of style, form, or other elements from 1929 Depot building

The following list represents comments provided via post-it notes.

- *Increase Bathroom Hours - open weekends!*
- *More retail and restaurant spaces will be needed to make the Transit Center a destination for people*
- *Restrooms and cafe MUST be open SEVEN days a week, all day and into the evening (to 9 or 10pm)*

- *Incorporate more arches\* to capture feel of the original building \*e.g. window shapes*
- *Trash et al receptacles? Whole process for keeping the center clean and tidy? SO important for rider acceptance.*
- *Rooftop bar?*
- *Instead of the patio, please include an enclosed building in the style of the 1929 depot. A special entrance to San Rafael with public art, and a place to be indoors.*
- *The juxtaposition of the currently planned building with our historic downtown doesn't work - see poster. Please do more than just include the old arches - help us to preserve the wonderful depot concept as the entryway to our downtown. A real building.*

## Customer Service Building Concept Concepto de Edificio de Servicio al Cliente



San Rafael Transit Center  
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View from the Customer Service Building Courtyard Looking East | Vista desde el Patio del Edificio de Servicio al Cliente hacia el este



This rendering shows what the experience inside the courtyard could become. Although the Depot's original pitched roof no longer exists, the Customer Service Building uses a similar form to create a shade structure over the courtyard. A detailed strategy to close off the courtyard at night will be studied during the Final Design phase.

Esta ilustración muestra cómo podría ser la experiencia dentro del patio. Aunque el techo inclinado original de la estación ya no existe, el edificio de servicio al cliente utiliza una forma similar para crear una estructura de sombra sobre el patio. Durante la fase de diseño final se estudiará una estrategia detallada para cerrar el patio por la noche.

**YOUR THOUGHTS**

- Increase Bathroom Hours on weekends!
- More retail & restaurant spaces will be needed to make the Transit Center a destination for people
- Restrooms and cafe must be open seven days a week all day and into the evening (to 9 or 10pm)
- Incorporate more arches & to capture feel of original building e.g. window shapes
- Trash et al receptacles? Whole process for keeping the center clean and tidy? SO important for rider acceptance
- Rooftop bar?
- Instead of the patio, please include an enclosed building in the style of the 1929 depot. A special entrance to San Rafael with public art, and a place to be indoors
- The juxtaposition of the currently planned building with our historic downtown doesn't work - see poster. Please do more than just include the old arches - help us to preserve the wonderful depot concept as the entryway to our downtown. A real building
- Work w/ the BID to add into plans about the bus stop or downtown events

- Work with the Bid to add info panels about the businesses or downtown events.
- Please cover the courtyard for rainy weather
- Please keep public restrooms open longer into the weekends
- This looks very "Modernist". But Modernism was arguably anti-urban. It clashes with the Hispanic heritage of the original railroad building. Doesn't have to be Hispanic, but it should be more ornate.
- Try to mimic historic architecture on the left side of the building (Mission Revival?)
- If you put benches out there, would prefer to sit near the left side of the building or the courtyard? That will tell you what to do with left side of building.
- The structure looks industrial with none of the charm of the old station. No character!
- Maybe speed bump/rumble strip to slow bikes down
- Could the triangle between the windows and the roof be wood-look panels?
- Could the anodized aluminum windows have an arch frame to continue the rhythm?

## Customer Service Building Concept

### Concepto de Edificio de Servicio al Cliente

The design of the new portion of the Customer Service Building reflects the rhythm, scale and proportion of the historic depot building remaining in style and form from the 1929 Depot elements in accordance with US Department of the Interior standards.

El diseño de la nueva parte del Edificio de Servicio al Cliente refleja el ritmo, la escala y las proporciones de su contraparte histórica, sin dejar de ser distinto en estilo y forma de los elementos de la estación de 1929 de acuerdo con las normas del Departamento del Interior de EE.UU.

View of the Customer Service Building from 3rd St. | Vista del Edificio de Servicio al Cliente desde la Calle 3

Customer Service Building material palette  
Paleta de materiales del Edificio de Servicio al Cliente

Stucco Estuco	Brick Ladrillo	Wood-Look Cladding Panels Paneles de revestimiento con apariencia de madera	Anodized Aluminum Window System Sistema de ventana de aluminio anodizado

**San Rafael Transit Center**  
Public Open House  
2024

### SURROUNDING CONTEXT

#### CONTEXTO CIRCUNDANTE

We heard that the Customer Service Building should fit in with the architecture of San Rafael. The buildings immediately surrounding the transit center site feature a wide variety of materials and styles, including stucco, brick, and wood siding, reflecting the incremental development of the area. The Customer Service Building layers materials to create a visual depth and differentiate between old and new, using a material palette from the surrounding community.

Escuchamos que el Edificio de Servicio al Cliente debe encajar con la arquitectura de San Rafael. Los edificios que rodean el centro de transporte presentan una amplia variedad de materiales y estilos, como estuco, ladrillo y revestimiento de madera, que reflejan el desarrollo gradual de la zona. El Edificio de Servicio al Cliente presenta capas de materiales para crear una profundidad visual y diferenciar entre lo antiguo y lo nuevo, utilizando una paleta de materiales de la comunidad de los alrededores.

- Sloped Roof | Techo Inclinado**  
The sloped roof angles towards the south, accommodating solar photovoltaic panels. The raised end interlocks with and frames the mission shaped parapets at the entrance while providing shade in the courtyard during peak sun.  
El techo inclinado se orienta hacia el sur para alojar paneles fotovoltaicos. El extremo elevado también enmarca los parapetos de estilo de "misión" de la entrada, a la vez que proporciona sombra en el patio durante las horas de más sol.
- Rhythm | Ritmo**  
The rhythm of the 1929 Depot arcade is reflected on either side of the lobby, with 8 openings on each. The width and proportions of the windows are also derived from the archways. El ritmo de la arcada de la estación de 1929 se refleja a ambos lados de la entrada del vestíbulo, con 8 aberturas de cada lado. La dimensión y las proporciones de las ventanas también derivan de las arcadas.
- Scale | Escala**  
Key proportions and vertical dimensions from the Depot are carried across and expressed in the new portion of the building to maintain a sense of continuity. Las dimensiones clave de los elementos de la estación se trasladan y expresan en la nueva parte del edificio para mantener una sensación de continuidad.

**DIALOG**

*The structure looks industrial with none of the charm of the old station. No character!*

*Maybe speed bump/rumble strip to slow bikes down?*

*Could the triangle between the windows and the roof be wood-look panels?*

*Could the anodized aluminum windows have an arch frame to continue the rhythm?*

## Proposed Canopy Concept

Three boards showed concepts for the canopy design east of the SMART tracks. The first two boards showed the experiential qualities and general form of the canopy, and the third displayed potential materials considered by the CDAG and other design inspirations.

The following list represents all comments provided via post-it notes.

- *I'm not a fan of "tree-like" columns. They read faux to me. Simple and honest is better.*
- *I like the canopy concept. Straight columns would discourage bird nests.*
- *Will there be a lovely "Welcome to San Rafael" anywhere?*
- *Work with the BID and Art District to add an artistic element.*
- *Work w/ BID and city on creating an artistic "Gateway to San Rafael"*
- *Main canopy is feeling very heavy. Needs to be light and airy. And consider less coverage, especially on west side.*
- *How will canopy be maintained?*





## Proposed Canopy Concept | Propuesta de Diseño de las Marquesinas

### DESIGN | DISEÑO

Evoking the landscape of Marin County through its organic forms and materials, the canopy will provide a safe and comfortable space for visitors to await their buses. Skylights bring natural light into passenger areas.

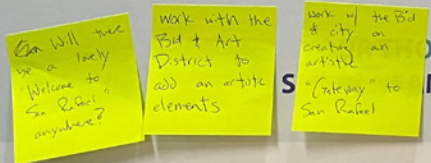
Evocando el paisaje del condado de Marin a través de sus formas y materiales orgánicos, la marquesina del Centro de Transporte proporcionará un espacio seguro y cómodo para que los visitantes esperen sus autobuses.



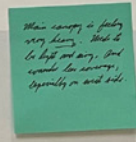
View of Transit Canopy from Tamalpais Avenue and 3rd Street  
Vista de la Marquesina del Centro de Transporte desde la Avenida Tamalpais y la Calle 3



Interior View of Transit Canopy  
Vista Interior de la Marquesina del Centro de Transporte



THOUGHTS HERE  
PIENSAMIENTOS AQUÍ



- 1 Skylights provide diffuse natural light  
Estación de SMART
- 2 Climbing plants on cables provide partial shade from west  
Las plantas trepadoras en los cables proporcionan sombra parcial desde el oeste
- 3 Seating integrated into concrete column bases  
Asientos integrados en bases de columnas de concreto
- 4 Real time arrival/departure signage  
Señalización de llegada/salida en tiempo real

DIALOG



## Proposed Canopy Concept | Diseño de Marquesina Propuesto

### What We Heard | Lo Que Escuchamos

#### Key Themes from Community Engagement:

- Focus on a positive passenger experience -- weather protection, shade, safety, signage. Signage to include real time arrivals/departures.
- A large canopy is preferred, but there is also a desire for light and air.
- Frame the canopy with trees along adjacent streets. Trees are important, but shelter roofs are better for weather protection.
- "More than just a bus shelter" -- a gateway to San Rafael.

#### Temas Destacados de la Participación Comunitaria:

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

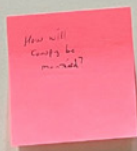
- 1 SMART Station  
Estación de SMART
- 2 Bus Shelter  
Marquesina de autobuses
- 3 Medium sized trees  
Árboles medianos
- 4 London Plane Trees  
Plátanos de Londres
- 5 Brick Paving  
Pavimento de ladrillo rojo
- 6 Security kiosk  
Caseta de seguridad
- 7 Vegetation  
Vegetación



#### Canopy Materials | Materiales de la Marquesina

The community and the CDAG expressed a preference for a large, light and airy timber structure with a flowing form for the bus canopy. This reflects Marin's culture and history of forestry. The canopy will have painted steel columns for durability and weather resistance. The roof structure is a timber "diagrid", topped with metal panels.

La comunidad y el CDAG expresaron su preferencia por una estructura de madera grande, luminosa y aireada con una forma fluida para la marquesina del autobús. Esto refleja la cultura y la historia forestal de Marin. La marquesina tendrá columnas de acero pintado para mayor durabilidad y resistencia a la intemperie. La estructura del techo es una "diagrid" de madera, rematada con paneles metálicos.



#### Potential Roof Materials | Posibles Materiales del Techo



#### Transit Canopy Structural Material Palette | Paleta de Materiales Estructurales de Marquesina de Autobuses



DIALOG

# Solar and Shade Opportunities

This board showed opportunities for shade provision and solar energy production provided by the proposed canopy design.

The following list represents all comments provided via post-it notes.

- *Retaining bus drivers is tough. Shade for the buses when they are waiting on Tamalpais would be great for worker satisfaction.*
- *Thank you.*





**San Rafael Transit Center**  
Public Open House  
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## Solar and Shade Opportunities | Oportunidades Solares y de Sombra

**SHADE EVALUATION | DIAGRAMAS DE SOMBRAS**

The community emphasized the need for larger bus shelters that provide protection from the elements. It is challenging to provide a canopy tall enough for buses yet effective against steeply angled rain and low-angled sun, particularly during the morning and afternoon commute times. The design team has conducted studies on sun positioning to maximize shading on the bus platforms but acknowledges that while parts of the waiting areas will be protected, others may remain exposed.

La comunidad hizo énfasis en la necesidad de paradas de autobús más grandes que ofrezcan protección contra los elementos. Resulta difícil disponer de una marquesina lo suficientemente alta para los autobuses y, al mismo tiempo, eficaz contra la lluvia en ángulo pronunciado y el sol en ángulo bajo, sobre todo durante las horas pico de la mañana y la tarde. El equipo de diseño ha realizado estudios sobre la posición del sol para maximizar la sombra en las plataformas de los autobuses, pero reconoce que, aunque algunas partes de las zonas de espera estarán protegidas, otras quedarán expuestas.

**Shade Coverage | Cobertura de la Sombra**

Shadows in each drawing represent shade at specified date and time. Yellow zones show bus stop platforms. Las sombras de cada dibujo representan la sombra en la fecha y hora especificadas. Las zonas amarillas muestran los andenes de las paradas de autobús.

 June 21, 9 am   21 de junio, 9 am	 June 21, 12 pm   21 de junio, 12 pm	 June 21, 5 pm   21 de junio, 5 pm
 March 21, 9 am   21 de marzo, 9 am	 March 21, 12 pm   21 de marzo, 12 pm	 March 21, 5 pm   21 de marzo, 5 pm

**NET ZERO ENERGY | ENERGÍA CERO**

Initial estimates show the roof areas of the Customer Service Building and the transit exchange could generate enough solar energy to meet the electricity demand of the transit center, making net-zero design possible.

Las estimaciones iniciales muestran que las áreas del techo del Edificio de Servicio al Público y el centro de transporte podrían generar suficiente energía solar para satisfacer la demanda de electricidad del centro de tránsito, haciendo posible el diseño neto cero.



Potential Solar Panel Layout  
Potencial Disposición Solar



Examples of solar panel options, built into or sitting on top of the roof. Solar design will be refined in the Final Design Phase. Ejemplos de paneles solares empotrados o colocados sobre el tejado. El diseño solar se perfeccionará en la fase de diseño final.




## Next Steps

Preliminary Design will continue over the next few months. Final design is anticipated to begin in 2025/2026, pending regulatory processes. Check <https://goldengate.org/SRTC> for future updates.





*Participants used post-it notes to provide written comments.*

## Canal Alliance Facebook Live Event

In parallel with the Open House, the GGBHTD collaborated with the Canal Alliance to host a Spanish language Facebook Live event on June 24, 2024. Participants were able to both join the event live and also view the recording afterwards from the Canal Alliance's Facebook feed. The recording is available to be viewed at <https://www.facebook.com/CanalAlliance.SanRafael> by scrolling down to the June 24, 2024 posting.

The following comments were provided in the Facebook Live chat. Original comments, questions and answers were provided in Spanish; English translations are provided below for record.

Question:

*How will we deal with peak traffic during construction?*

Response:

*Most of the construction is not on public streets - it's between 3rd and 4th. The existing transit center will continue to operate until the new one is ready to open.*

Question:

*Can you share more information on the bike lockers?*

Response:

*Bike lockers will be provided on west side of customer service building. There is opportunity for expansion as demand warrants.*

Question:

*Are there drinking fountains?*

Response:

*There is a drinking fountain inside the customer service building.*

Question:

*How long will the project take to be completed? It's really going to look great!*

Response:

*Construction is estimated to start in 2027. Project to be completed sometime in 2028. The schedule will be determined in part based on the ongoing environmental approvals.*

Question:

*Will there be places to charge a phone?*

Response:

*This question will be reviewed in the final design process, when the team will work through this type of detail.*

Question:

*Will there be wifi?*

Response:

*Will be reviewed in the final design process, when the team will work through this type of detail.*

Question:

*What does the customer service building include?*

Response:

*The Customer Service Building includes a public lobby, public restrooms, a retail space, offices for Customer Service staff, and a break room for drivers.*

Question:

*Will there be multiple bathrooms?*

Response:

*Yes. There will be a total of six public washrooms: three men's and three women's.*



Comments:

- *It's going to be beautiful to look at*
- *The project and design is fantastic for the transportation terminal, the plaza, trees, bicycles, restrooms, thank you for listening to us.*
- *Thanks to all who are involved in this project, it will look great*
- *Thank you for the invitation*
- *It is really going to look great Thank you*
- *Excellent!!*
- *Thank you for taking into account our previous comments*
- *I love the bus canopy you chose, Antonio*
- *Thank you for the information*
- *Thank you all*
- *[emoji of hands clapping]*

El proyecto incluye:

1. Punto de Recogida
2. Edificio de servicio al cliente
3. Ciclovía de doble sentido
4. Plaza en la avenida Tamalpais y la calle 4
5. Paradas de autobús y árboles en Tamalpais Ave.
6. Vegetación a lo largo de la estación SMART
7. Gran marquesina de autobús entre Hetherton y la estación SMART
8. Quioscos de seguridad
9. Árboles en las calles

Antonio Gom...

zoom

**Concepto de patio - Temas clave de la participación comunitaria**

- Utilizar arcos históricos para formar un patio entre la zona de espera del público y la cafetería
- Oportunidades para crear un sentido de pertenencia a la comunidad
- El patio está abierto al público, pero protegido y podría cerrarse por la noche.
- Posibilidad de instalar estructuras de sombra
- Entorno más familiar y seguro para los niños pequeños

Antonio Gom...

zoom

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

**Vista de la marquesina de autobús desde Hetherton y la calle 4.**

Antonio Gom...

zoom

