Transit 2050+ Community Workshop Public Feedback results

Partner Organizations:

LUNA
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Center for Empowering Refugees & Immigrants

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CLIMATE RESILIENT COMMUNITIES

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Seamless Bay Area

Rise south city

TRANSBAY COALITION

yli
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FRIENDS OF CALTRAIN

SILICON VALLEY BICYCLE COALITION

GENESIS

SAN FRANCISCO SF TRANSIT RIDERS

Richmond Senior Commission, El Comite,
Belle Haven Climate Change Community Team

SUSTAINABLE MARIN

EAST BAY TRANSIT RIDERS UNION

Funding Partners:

APTA
American Public Transportation Association

SVCF
SILICON VALLEY COMMUNITY FOUNDATION

Sand Hill Foundation

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Introduction

Seamless Bay Area, in partnership with community based organizations across the region, hosted 7 community workshops to get riders' feedback on Transit 2050+ proposed improvements. Over 260 people attended these 7 workshops. We received feedback from residents in seven of the nine Bay Area Counties, with the exception of Napa and Solano Counties.

The workshops were each between 60-90 minutes. The sessions began with a 15-20 minute presentation to give participants more context into the plan, why it's important, how Bay Area public transit is organized, and the specific elements of the plan – frequency improvements, transit priority, and region-wide coordination efforts. Afterwards, the rest of the time was dedicated to small group discussions. A facilitator would lead groups by first introducing participants to the transit options and list of transit projects identified in the plan in their county.

Our goal was to enable Bay Area residents to share their detailed feedback on the proposal:

- Which proposed projects in this plan would most effectively serve your needs? What projects might be missing or would you prioritize differently?
- What do you think about the proposed frequency changes?

In addition to specific comments about Transit 2050+ projects, most people also shared stories about their transit experience and what kind of improvements (speed, hours of service, connectivity, etc) are important for them.

This document is organized using the following outline:

- Community Workshop Themes
    - Overall themes summarized across the workshops

- County
    - Comments pertaining to specific Transit 2050+ projects;
    - Comments pertaining to region-wide improvements identified by Transit 2050+ (speed, frequency, signage, fare payment, etc); and
    - general comments that relate to people's needs, but are not commenting on things directly in Transit 2050+.

Transit 2050+ Community Workshops

1. September 26th: Region-wide (Zoom)
    a. Partner Organizations:
        i. Canal Alliance, Sustainable Marin, Latinos United for a New America, Climate Resilient Communities, Transbay Coalition, East Bay Transit Riders Union, San Francisco Transit Riders
    b. Number of participants: 30

2. September 28th: Santa Clara County (San Jose)

    a. Partner Organizations: Latinos United for a New America
    b. Number of participants: 8

3. September 30th: South San Mateo County (Belle Haven)
    a. Partner Organizations:
        i. Belle Haven Empowered; Climate Resilient Communities; Belle Haven Climate Change Community Team, El Comite, Menlo Together
    b. Number of participants: 50

4. October 10th: Region-wide (Zoom)
    a. Partner Organizations:
        i. Canal Alliance, Sustainable Marin, Latinos United for a New America, Climate Resilient Communities, Transbay Coalition, San Francisco Transit Riders, East Bay Transit Riders Union, Richmond Senior Commission, Friends of Caltrain, Silicon Valley Bicycle Coalition
    b. Number of participants: 45

5. October 15th: Alameda County (Oakland)
    a. Partner Organizations:
        i. Center for Empowering Refugees & Immigrants, Transbay Coalition, East Bay Transit Riders Union, Genesis, Traffic Violence Rapid Response, East Bay Housing Organization
    b. Number of participants: 60

6. October 16th: Santa Clara County (San Jose)
    a. Partner Organizations: Latinos United for a New America
    b. Number of participants: 50

7. October 26th: North San Mateo County (Daly City)
    a. Partner Organizations:
        i. Youth Leadership Institute, Rise South City
    b. Number of participants: 25

This project was conducted with funding from sources including Silicon Valley Community Foundation, American Public Transit Association, and Sand Hill Foundation.

Community Workshop Themes

Overall, a number of themes emerged from the workshops.

Participants - especially lower income people who depend on transit - greatly valued and prioritized proposed frequency improvements of local transit, and wanted to see improved frequencies on local routes outside of San Francisco where local routes are often less frequent. Participants in the North Bay and Contra Costa County also wanted to see local frequency improvements that were not identified on the maps.

Many attendees wanted to see greater hours of service. The MTC maps showed proposed service improvements at PM peak period, and mid-day as an example of off-peak service. People were interested in off peak improvements earlier in the morning, later in the evening, and on weekends.

Many people wanted faster trip times, including improvements to help buses avoid getting stuck in traffic, and reducing transfer wait times.

A number of respondents wanted to fill in “missing links”, such as improved connections between North and East Bay, between San Mateo and Alameda County, and between Alameda and Contra Costa County. Also, multiple respondents wanted better first-last mile connections to rail, ferry, and express bus service.

Responding to the “Transit Transformation” themes, riders wanted improvements to fares and payment, and to customer experience.

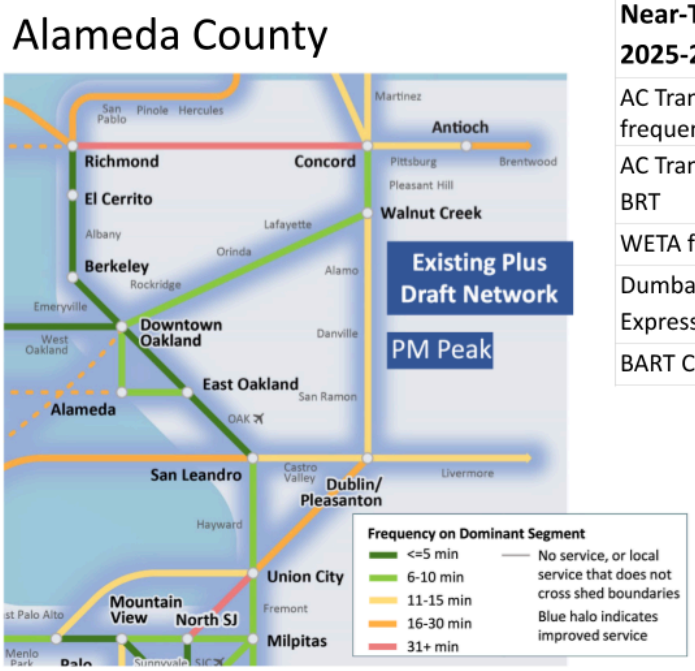
Multiple respondents wanted to reduce transfer costs - fortunately, free and reduced price transfers are coming shortly with next-generation Clipper. Also, respondents mentioned daily/monthly passes, family fares, and the ability to pay with debit/credit card as improvement opportunities; the latter is coming with Clipper 2.

And many workshop participants - especially people who depend most on transit - wanted improvements to safety and cleanliness of buses and bus stops, including better lighting, shelters and benches. Better language support was mentioned by people whose primary language is other than English.

Lastly, participants wrestled with the level of abstraction in the proposals. We understand that the goal is to provide high-level, more abstract improvement proposals over the medium and long term. However, this level of abstraction was confusing to many people, including in dense areas such as San Francisco, and in less dense areas where there was very little detail on the maps.

Despite this concern, we believe it is valuable to include a lens of improving service and creating a connected transit network around the region.

Alameda County



Near-Term, 2025-2035:
AC Transit local frequency
AC Transit San Pablo BRT
WETA frequency
Dumbarton Bridge Express Bus + Busway
BART Core Capacity

Long-Term, 2036-2050:
AC Transit Rapid Network
AC Transit Alameda Point
AC Transit E 14th/Mission BRT
AC Transit 23rd St BRT
Valley Link (Initial Operating Segment)
Irvington BART
ACE frequency
I-680 Express Bus
San Mateo Bridge Express Bus

Caption: A slide from our presentation. For each session, we shared the draft network frequency improvements maps at both PM Peak and Mid-Day. We also showed a zoomed-in section of the map for each geography, and called out the near- and long-term improvements in the Transit 2050+ plan. We had additional slides for each project that dove into more detail.

Transit 2050+ Comments

Dumbarton Bridge Frequency

- **Syndie** lives in North Oakland. “I work from home in Oakland and my office is in Redwood City. I went once by transit. The prediction was 2 ½ hours. In reality it took about 3. Bus to BART to Caltrain to a shuttle and a fair amount of walking. Having more access to get across the [Dumbarton Bridge] would be fantastic.”

AC Transit Frequency

- **David** lives in the Adam’s Point neighborhood of Oakland and has parents in Union City. Most of his transit rides are in the East Bay so he wants to see more frequency on AC Transit routes.
- **Randy** lives in North Oakland. He says reliability in the schedule is the most important thing, especially on a line that doesn’t run really frequently. Frequency is his #2 priority.
- **Comments from a group of elderly Cambodian immigrants and refugees:** More frequent service is really important, especially because this community doesn’t use real-time information. More service during the middle of the day because that is when

they go to doctor's appointments. 10 minutes or less is what they would prefer to wait for the bus.

- **Kong:** AC Transit route 29 is too slow and does not come often enough. I sometimes wait an hour for it.
- **Marie:** I stopped working in San Francisco and got a job in Oakland because of how infrequent and unreliable the AC Transit NL Transbay bus was.
- **Sokhem:** Where I wait for AC Transit route 40 on Foothill there is no seating and no shelter. It is really hot when waiting up to an hour with no trees.

More Transit Priority to get Buses out of Traffic

- **Gabriel** lives in North Oakland and goes into San Francisco for both work and entertainment. He said, "Congestion is the issue, not speed itself. As long as we're not stuck in traffic, I'm fine."

Caption: The Alameda Transit 2050+ Community Workshop at the First Congregational Church of Oakland. The presentation and small groups were facilitated in both English and Cambodian. Over 50 attendees participated, with a large contingent of Cambodian immigrants who are also members of CERI, the Center for Empowering Refugees & Immigrants.

Affordability

- **Kong:** As a senior citizen, AC Transit's fares are too high. I would like lower fares for buses and free transfers between buses. I have to take multiple buses, like the 29 and the 1T and have to pay for both.
- **Christina** lives in Albany and uses transit all around the Bay Area. She wishes transfers were cheaper. She notes that many have spoken about the difficulty of having to transfer, wonders why they also then have to pay.

Signage

- **Kong:** I don't use a map or phone to look up the bus routes so I don't know when it is going to come because there isn't a sign telling me when the next bus is.

Include San Antonio Infill Station on the Transit 2050+ List

- **Merle** and **Oscar**, living in the Clinton neighborhood of Oakland and want the proposed San Antonio BART Station. That would remove a leg from their transit trips.

General Comments

Longer Hours of Service

- **Sonja** lives in East Oakland and is an immigrant from Southeast Asia. She said many people need to start work before BART runs, or later than it runs. So it should run longer hours.
- **Gabriel** lives in North Oakland and is affected by BART stopping at midnight, and he's been stranded before. “Why can’t it run until 2AM?” Also notes that replacing the BART trip with the Transbay AC Transit service isn’t as reliable, takes longer, and is costly.

Transit connectivity

- **Merle** lives in the Clinton neighborhood east of Lake Merritt and has elderly family in Petaluma. He says local frequency is very important. “I don’t want to have to worry about the schedule.” When visiting his parents in Petaluma, there are multiple connections, and it takes a huge amount of time, a lot of which is connections.
- **Randy** visits friends in San Jose, but it takes a long time to get to a San Jose station, then he still has further to go, and the hassle and total time is very discouraging for transit. “For me, using transit depends on whether the service I need exists. Once it gets up to two transfers, I’m not going”

Travel times

- **Paula** is an older woman who lives in Alameda, commutes to San Francisco, and likes to hike. She says “it takes me three hours one-way to Cupertino!” She wishes there was a BART station in Alameda, so that she could simplify all of her trips.

Safety & Cleanliness

- **Marie:** The AC Transit bus stops are grimy with broken glass, garbage and feces, and where you are waiting for the bus under the highway is uncomfortable.
- **Paula** said she is concerned for her safety at night when waiting to transfer to the bus at a BART station to get back to Alameda. She wants the bus to be waiting when she gets off, or she gets very nervous.
- **Sonja** says that she should at least “be able to wait in a clean, well-lit place with other people around. And be able to sit down.”
- **Comments from a group of elderly Cambodian immigrants and refugees:** Safety is important. We feel like if we have to wait a long time in a bus stop we will be a target for

robberies. If the buses come more often we would be less scared. Bus stops should have bright lights. Inside the buses should have more seats for the elderly.

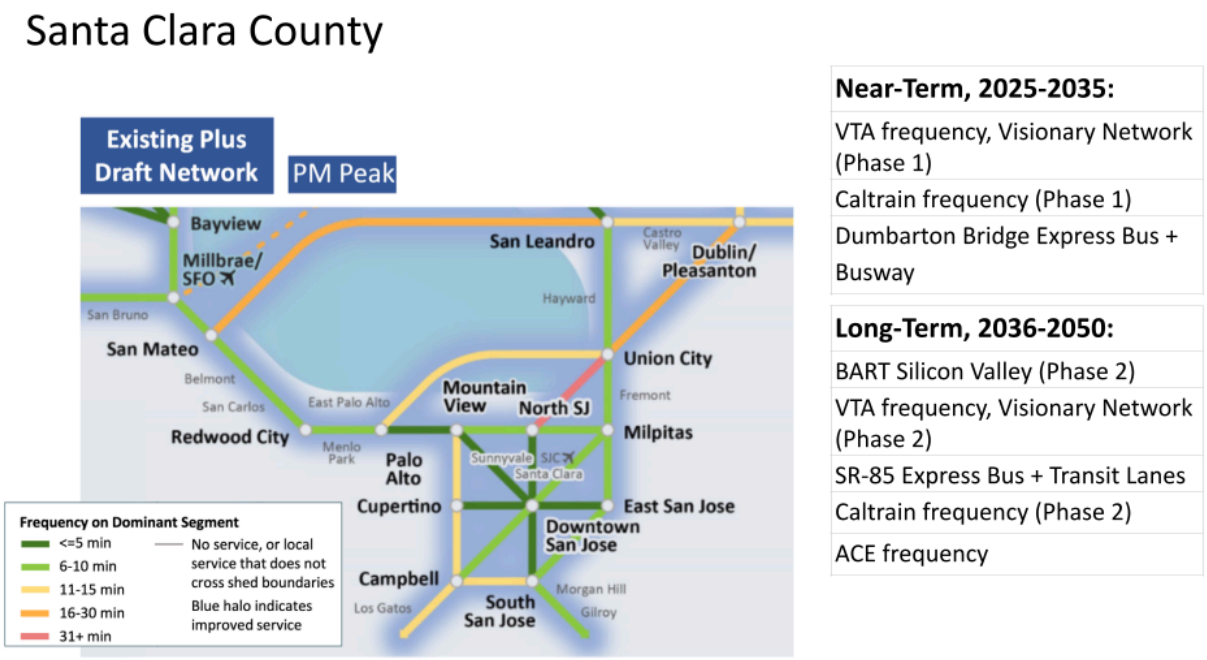
Service coverage

- **Paula** wants to get up into the East Bay hills to go hiking, but there's little-to-no service on weekends. And too few options anyway.

Miscellaneous

- **Comments from a group of elderly Cambodian immigrants and refugees**: We use the bus to go to group support, doctor's appointments, and go grocery shopping in Oakland Chinatown. Without the bus we are very socially isolated.
- **Comments from a group of elderly Cambodian immigrants and refugees**: We don't know how to use Clipper Cards. It needs to be in our language. Where do we get Clipper Cards, how do we pay, add money, and how does it work? Some of us can't read so it is challenging. It would help if we got information in our own language.

Santa Clara County



Near-Term, 2025-2035:
VTA frequency, Visionary Network (Phase 1)
Caltrain frequency (Phase 1)
Dumbarton Bridge Express Bus + Busway

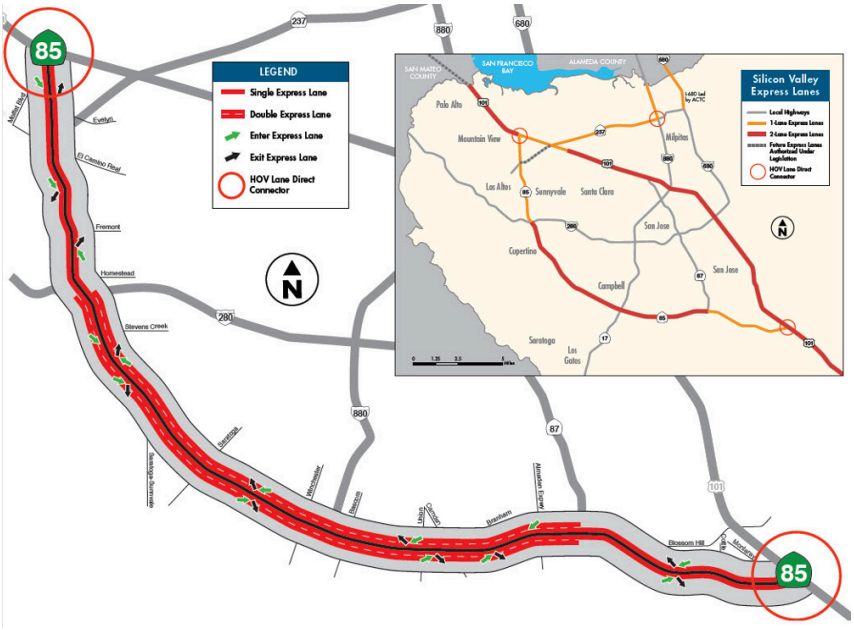
Long-Term, 2036-2050:
BART Silicon Valley (Phase 2)
VTA frequency, Visionary Network (Phase 2)
SR-85 Express Bus + Transit Lanes
Caltrain frequency (Phase 2)
ACE frequency

Caption: A slide from our presentation. For each session, we shared the draft network frequency improvements maps at both PM Peak and Mid-Day. We also showed a zoomed-in section of the map for each geography, and called out the near- and long-term improvements in the Transit 2050+ plan. We had additional slides for each project that dove into more detail.

Transit 2050+ Comments

SR-85 Express Bus Transit Lanes

- **Anthony** lives in South San Jose and wants to prioritize SR-85 Express Bus Transit Lanes for better connectivity for South-West, West-South commute. “I would have loved to take a more direct bus route to De Anza College from the Blossom Valley area.”
- **Jim** lives in San Jose and says the SR-85 Express Bus Transit Lanes is not a priority for him.

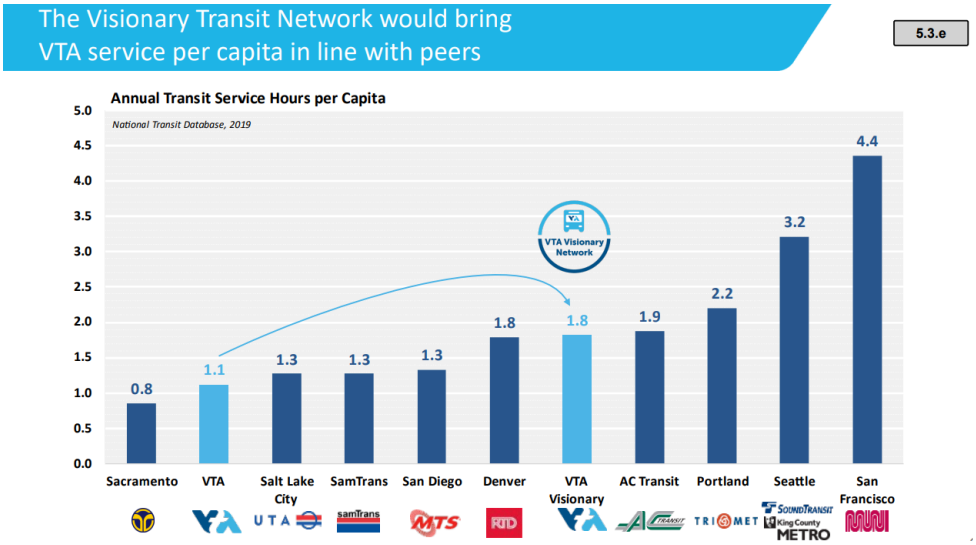


Caption: SR-85 Express Bus Transit Lanes, as identified in the Transit 2050+ project list for Santa Clara County.

Dumbarton Express Bus Service

- **<u>Adina</u>** lives in Menlo Park, uses the Dumbarton route, often from Palo Alto, and wants it to be more reliable and provide weekend service.
- **<u>Jim</u>** lives in San Jose. The Dumbarton Bridge is not a priority for him.

VTA Frequency Improvements



Caption: Transit 2050+ calls for increases in VTA frequency, following the VTA Visionary Transit Network plan which will increase service by 83% compared to 2023 service levels at full implementation.

- **Maria T.:** More buses on routes so people don't have to wait too long. More specifically, she wants to see more buses on VTA route 26.
- **Michael** lives in Mountain View. Increase frequency of buses and shorten ride times. Every 10 to 15 minutes.
- **Jim** lives in San Jose. Frequency of service is critical. VTA light rail needs more expansion, frequency, grade separations, route modifications, and other ways to improve service.
- **Anthony** lives in South San Jose. Improve frequency and reliability of VTA light rail and coordinate better with regional rails to allow for better transfer times.
- **Patricia:** More bus frequency.
- **Yolanda:** "I wait a long time for the bus to arrive. They should put more benches at bus stops because people wait 30 minutes or more for the buses."
- **Rosalind** is a high school student who rides VTA. She says "it would be better to have more buses in the afternoon. I think more students would prefer for the buses to be there already instead of waiting 10 minutes."

Caption: The second Santa Clara County Transit 2050+ Community Workshop at the Educare California at Silicon Valley. This workshop was entirely in Spanish, with over 50 attendees mostly from East San Jose and members of LUNA, Latinos United for a New America.

Speed

- **Maria:** Transportation should be faster. It takes too long.
- **Guille:** VTA bus route 70 takes too long.
- **Teresa A.:** VTA route 26 takes too long.
- **Mayra:** VTA routes 72 and 26 take too long.

Hours of Service

- **Maria E.:** Have more extended service times. More transportation at night.
- **Teresa A.:** Wishes VTA routes 26 and 42 would have schedules at night.

Connectivity

- **Teresa:** I use VTA bus routes 25, 75, and 60. When I transfer, the timing does not align. Sometimes I wait an hour for the next bus to arrive.
- **Ria** lives in Palo Alto and works in Mountain View. She wants VTA to think regionally about how to integrate their service with other agencies.
- **Michael** lives in Mountain View. Prioritize connecting areas with high density housing and commercial areas.
- **Prashanth** lives in North San Jose and works in San Francisco and Mountain View. Better connections for buses and light rail from North San Jose to regional rail like BART and Caltrain.
- **Owen** lives in Santa Cruz and takes Caltrain to San Francisco. He would like Santa Cruz and VTA to establish more lines from and to both counties, specifically a Santa Cruz to Mountain View rapid bus line.
- **Gabriel:** Buses should go inside the neighborhoods so people buying groceries can have an easier ride. People wait up to 2 hours and it is difficult if the weather is hot or rainy.

Affordability

- **Vicenta:** Bus payment should be accessible for large families.
- **Guille:** VTA bus fares are too high.

Signage

- **Maria E.:** Bus stops should have arrival and departure signs to know when buses are arriving.

General Comments

Cleanliness

- **Maribell:** Bathrooms are super dirty and need maintenance.
- **Rogelio:** Buses are dirty, they need to have more maintenance.
- **Rocio:** More clean buses.
- **Teresa A.:** Bus stops are dirty.

Safety and Security

- **Guille:** There should be more lighting and security for bus riders.

Station Amenities

- **Teresa:** More protection and lighting for when it rains and it’s too sunny.
- **Marta R.:** Bus stops don’t have security, don’t have benches, don't have shade, don’t have lighting.

Miscellaneous

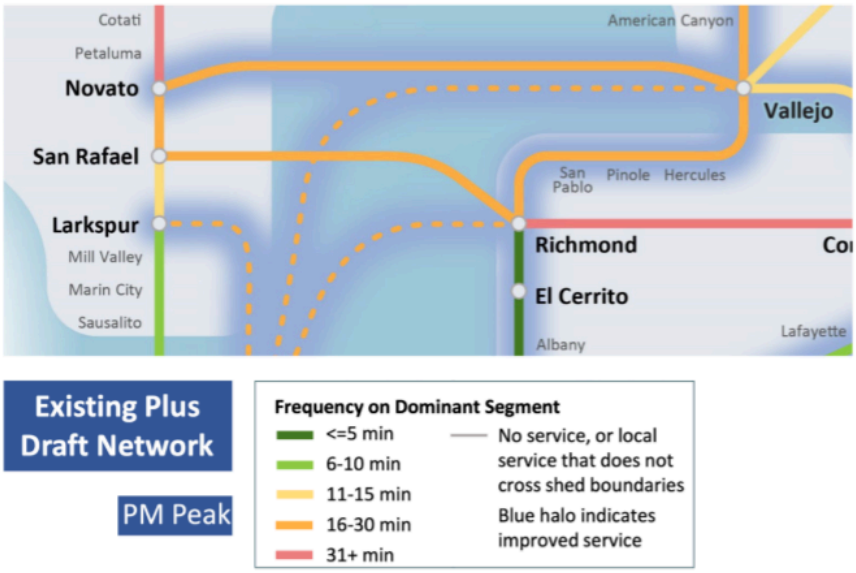
- **Maria T.:** Have more digital assistance for older people.

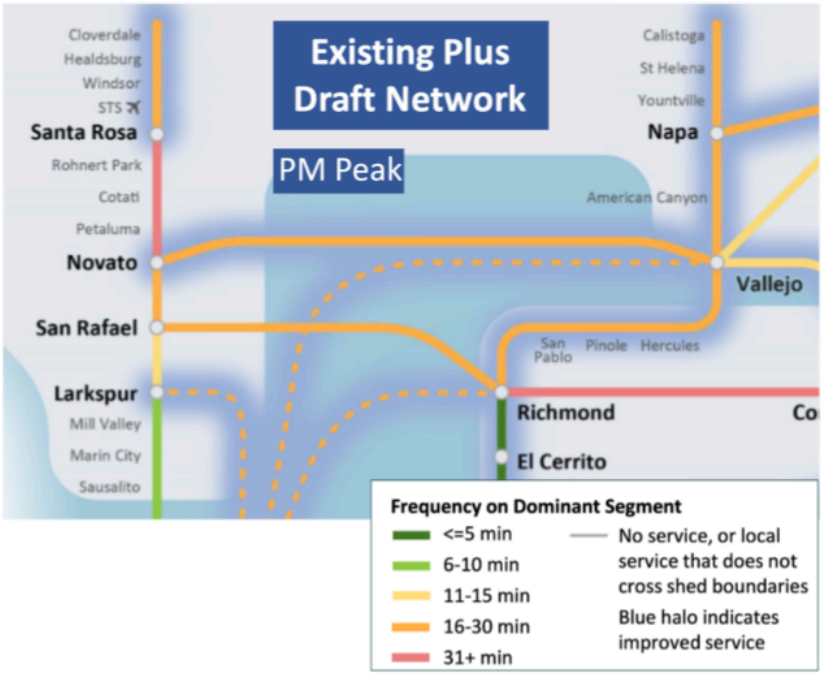
North Bay

Marin County

Near-Term, 2025-2035:

Long-Term, 2036-2050:
Golden Gate Bus Frequency
Golden Gate Ferry Frequency





Sonoma County

Near-Term, 2025-2035:
Sonoma bus frequency improvements
SMART Windsor-Healdsburg expansion

Long-Term, 2036-2050:
Golden Gate Bus Frequency

Caption: A slide from our presentation. For each session, we shared the draft network frequency improvements maps at both PM Peak and Mid-Day. We also showed a zoomed-in section of the map for each geography, and called out the near- and long-term improvements in the Transit 2050+ plan. We had additional slides for each project that dove into more detail. We have slides for both Solano and Napa Counties, but no participants were from those regions.

Transit 2050+ Comments

580 Golden Gate Transit Bus Frequency

- **Wendi** lives in Marin County. She doesn't understand 580 Golden Gate Transit bus frequencies are every 30 minutes during rush hour and 60 minutes off-peak. She wants this frequency to dramatically increase.
- **Dave** lives in Marin County and wants more frequent service on Golden Gate Bus route 580.

Travel Times

- **Diana** commutes between the East Bay and Marin. "I actually wasn't driving before and I had to buy a car. I was on Clipper and a hybrid electric bike but I can't do that now. Right now, it was like an hour and a half but sometimes it could take two hours. I'd be fine with an hour. So even if [a bus] is coming every 30 minutes and we can get the commute done in an hour that would be dandy for me."

Transit Access on SR 87

- **Jody** lives in Novato and commutes to Vallejo. She says the drive on 87 is gnarly and backs up with traffic. She is not sure how the bus will move faster unless there is a dedicated lane. It's better to invest in trains (SMART to Vallejo) in the long term so folks aren't stuck in traffic. It may be better to start on this sooner.

General Comments

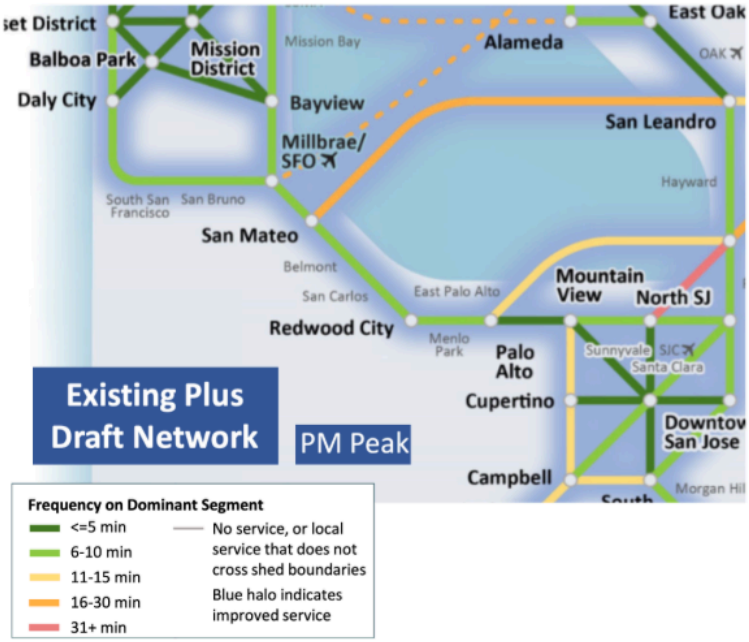
Connectivity

- **Eleanor** lives in Sonoma County. "I travel to San Francisco a couple times a month and I would love to take the SMART train more, but it's the connection piece from San Rafael to get a bus into the city or even the gap between the train in Larkspur and the ferry that could be a half hour wait. It's not coordinated and you have to walk. It really makes it not time competitive at all with driving."

Travel times

- **Eleanor** lives in Sonoma County. "When I moved to the North Bay a couple of years ago I had to buy my first car. When you're looking and it's going to take an hour to drive versus 2 and a half hours to take transit, it's just not competitive at all."

San Mateo County



San Mateo County

Near-Term, 2025-2035:
Caltrain frequency (Phase 1)
Dumbarton Bridge Express Bus + Busway

Long-Term, 2036-2050:
SamTrans Express Bus expansion
San Mateo Bridge Express Bus
El Camino Real BRT + Rapid
Caltrain frequency (Phase 2)

Caption: A slide from our presentation. For each session, we shared the draft network frequency improvements maps at both PM Peak and Mid-Day. We also showed a zoomed-in section of the map for each geography, and called out the near- and long-term improvements in the Transit 2050+ plan. We had additional slides for each project that dove into more detail.

Transit 2050+ Comments

SamTrans Bus Frequencies

- **From a workshop with primarily Spanish-speaking South San Mateo County residents:** Buses often don't arrive on time and are perceived as unreliable. They should come every 10-15 minutes to meet demand.
- **Espera Perez:** I have had to wait two hours for the 110 and service is late or lacking on the weekend
- **Bruce**: "Schedules are not very well coordinated. In the past, for me, there have been significant waits at the transit center in Redwood City. I think that turns a lot of people off from taking public transit if they can't get there with a relatively short wait of 5 to 10 minutes."

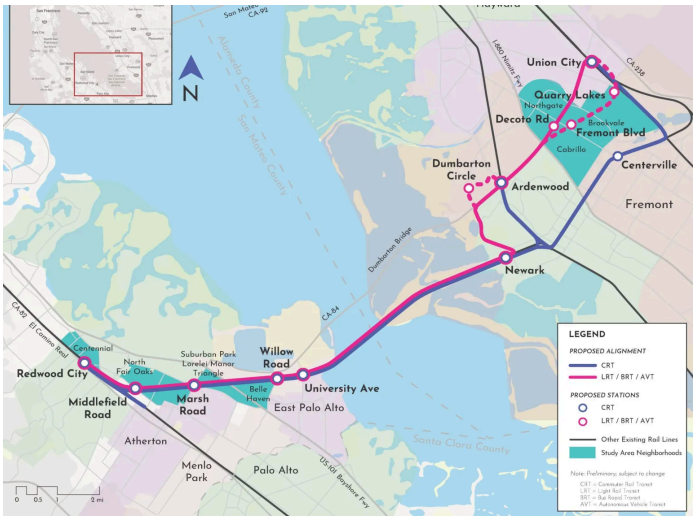
- **Evelyn Garcia:** "I use the bus and the train for my work and I always spend a lot of time at the train station waiting for the bus, then it is delayed for more than 30 minutes and I have to keep waiting or take another bus because that one never arrived".

- **Gaby:** “More frequently because sometimes the wait for transit is very long and tiresome.”
- **Irene Chavez:** It is very important for the Red Plus bus service to improve service during the hours with the most congestion because it is impossible to get service.

Later Hours of Service

- **From a workshop with primarily Spanish-speaking South San Mateo County residents:** Many people work non-traditional hours and require transit at all times of the day.
- **Elizabeth:** More routes should run later at night, even if they are not as frequent, for people who work the graveyard shift.

Reliability of the Dumbarton Express



- **Marlene** lives in Menlo Park and frequently uses public transportation, particularly for trips to the East Bay. There is a need for transit improvements on the Dumbarton and San Mateo Bridges. The Dumbarton service has been inconsistent and often late. There's confusion between DB and DB1 regarding directions, leading to difficulties in determining the correct bus. Sometimes the bus signs are incorrect, necessitating inquiries to the driver.
- **From a workshop with primarily Spanish-speaking South San Mateo County residents:** Dumbarton bus should run on the weekend.

Caption: The second San Mateo County Transit 2050+ Community Workshop at the Serramonte Main Branch of the Daly City Public Library. This workshop was entirely in Spanish, with about 25 attendees.

Connectivity with the San Mateo Bridge

- **Matt** lives in San Mateo County. “A big one for myself and a lot of the folks I work with is a lack of public transit service over the San Mateo Bridge. There are just a lot of folks that commute between the Hayward, Fremont, and Union City area to Redwood City and northern Santa Clara areas. I think there’s a big opportunity there.”
- **Bruce**: Getting to the East Bay from San Mateo County is challenging unless you go through San Francisco.

Caltrain Frequency Improvements

- **Dylan** lives in Redwood City. He wants to see improvements to increase the frequency of Caltrain and SamTrans ECR services to enhance travel options. A 10-minute service for Caltrain is desired, particularly on weekends. While the frequency has improved to every 30 minutes with electrified service, he would use it more if it operated every 10 minutes.

Caption: The San Mateo County Transit 2050+ Community Workshop at the Belle Haven Community Campus. This workshop was entirely in Spanish, with about 50 attendees.

Baypass All-Agency Pass

- **Irene Chavez:** “I like the idea of transporting ourselves with a single pass for different lines of public transit. It seems very good to be able to travel more and use the train service with the same pass.”
- **Rosa:** “My husband bought the day pass and when he boarded another bus, they did not accept it because it was a different company. So it would be great if all of the bus passes would work for all the buses.”

General Comments

Connectivity

- **Espera Perez:** Why do they not have combined services between San Mateo and Santa Clara County?
- **David Ramirez.** Why do they not combine service between San Mateo and Santa Clara County?
- **From a workshop with primarily Spanish-speaking South San Mateo County residents:** Current routes do not adequately connect to essential locations such as hospitals, malls, and grocery stores (e.g., Walmart, Target).
- **From a workshop with primarily Spanish-speaking South San Mateo County residents:** There is a need for buses that can cross county lines to improve accessibility.
- **From a workshop with primarily Spanish-speaking South San Mateo County residents:** Traveling from East Palo Alto, Belle Haven, North Fair Oaks to San Mateo Hospital often requires taking three buses, which can result in late arrivals. A direct bus route to hospitals is essential.

- **Francesca:** "Some people are not able to get to Caltrain and BART for higher frequency connections because they don't have a way to get to the station."
- **Leticia M:** "East Palo Alto needs the best route from Palo Alto to East Palo Alto."
- **Mary:** "Lines that connect the different means of transport, and more frequently. Sometimes we must walk too far to take public transport".

Service Coverage

- **Matt** lives in San Mateo County. "Service to the Coast is always a concern for folks. For work, as far as a commute, but also for recreation. It would be sweet to get out to Half Moon Bay on a Sunday."
- **Marisela Ramos** lives in East Palo Alto and uses SamTrans Route 280. The changes affected her because she needs to walk further to take the 281.

Faster Transit Service

- **Leticia M:** "University Avenue is very busy and there is no room to advance since there is only one line each way, buses get stuck with the rest of traffic for a long time".
- **Maria Rivera:** "It would be great to make it faster, and more accessible in different areas of the city."
- **Selvin:** "I used the bus but I stopped using it because it took one hour and a half between waiting for it and travel time, and on weekends it was worse and it never arrived at the time stated on the flyer with the bus information said."

Caption: The second San Mateo County Transit 2050+ Community Workshop at the Serramonte Main Branch of the Daly City Public Library. This workshop was entirely in Spanish, with about 25 attendees.

Affordability

- **David Ramirez:** Why does buying a ticket in San Mateo County not also serve in Santa Clara County?
- **From a workshop with primarily Spanish-speaking South San Mateo County residents:** Transit costs are too high, particularly for seniors, youth, and college students.
- **From a workshop with primarily Spanish-speaking South San Mateo County residents:** The Dumbarton Bridge bus fare of $6 for an individual is excessive for many people.

Rider Experience

- **Espera Perez:** I need a shelter to protect from the sun and rain.
- **From a workshop with primarily Spanish-speaking South San Mateo County residents:** Need more bus shelters. In Belle Haven, elderly people have to sit on the curb.
- **Mary:** “It would be great to make the bus stops adequate so that people can wait, with benches, lights, and protection from the rain and sun”.

Information and Payment Options

- **From a workshop with primarily Spanish-speaking South San Mateo County residents:** There is a lack of clarity regarding routes and destinations; many bus numbers are available, but the specific locations they service are unclear.
- **From a workshop with primarily Spanish-speaking South San Mateo County residents:** Implementation of Apple Pay or credit card/Visa payment options for bus fares is needed, as many riders do not carry enough change. Cash machines on buses sometimes malfunction, causing delays.

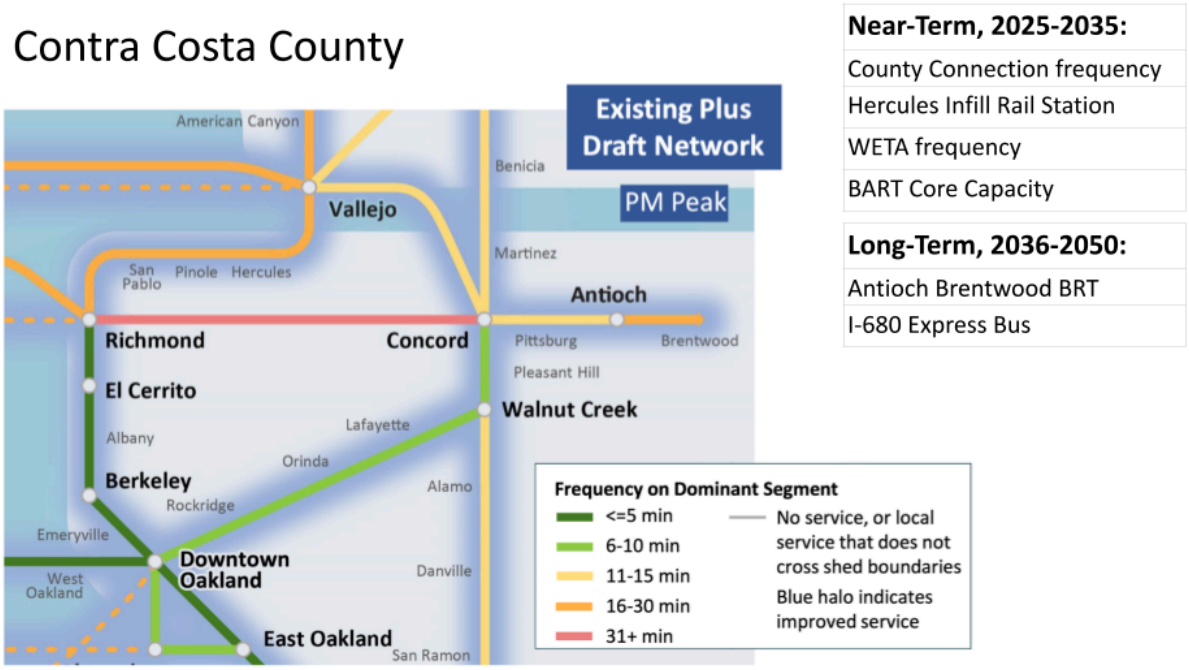
- **From a workshop with primarily Spanish-speaking South San Mateo County residents:** Introduction of day passes or season passes to make travel more economical.
- **Nora:** It would be convenient to be able to scan the clipper card for more than one passenger, perhaps to be able to pay for the trip for the entire family with the same card.
- **Evelyn Garcia:** “The use of an application that the whole family can use, to access the same funds in the account. One day I had to pay $50.00 cash when we took the train with my family because I was not able to scan the clipper card for each member or my family. The pass was not valid for the whole family even if I had credit.
- **Mary:** “Provide educational workshops, partner with local CBOs to spread the message so that people learn how to use the bus and all public transportation. I have noticed that there are more people that could use public transit if they knew how to use it and if it was more practical and faster to get to and from work”.

Caption: The second San Mateo County Transit 2050+ Community Workshop at the Serramonte Main Branch of the Daly City Public Library. This workshop was entirely in Spanish, with about 25 attendees.

Safety Concerns

- **From a workshop with primarily Spanish-speaking South San Mateo County residents:** The transit environment feels unsafe; there are concerns about inappropriate behavior and unsuitability for children. The current transit system is not safe for children; many parents said they would not send kids alone.

Contra Costa County



Caption: A slide from our presentation. For each session, we shared the draft network frequency improvements maps at both PM Peak and Mid-Day. We also showed a zoomed-in section of the map for each geography, and called out the near- and long-term improvements in the Transit 2050+ plan. We had additional slides for each project that dove into more detail.

Transit 2050+ Comments

San Mateo Bridge Frequency

- **Andrea** lives in Contra Costa County. “My work is going to be closing the San Francisco office and they are going to be making all of us go into the San Mateo office next year. So for that reason, I’m looking at this map and I’m seeing the connections from the East Bay down into the Peninsula over the bridges are still not great and there are alot of jobs down there. I spent almost two years looking for jobs and alot of them were on the Peninsula and it’s like oh this would be a real pain in the ass if I got this job but I need a job. So yeah, I would say definitely the San Mateo bridge frequency needs to be improved so that people have more options to get across the Bay.”

Local Transit Frequency

- **Mike** lives in Contra Costa County and is glad that the plan calls for increased County Connection frequency. However, he said it was disappointing that WestCAT and Tri-Delta Transit are not identified in the plan to get more service.

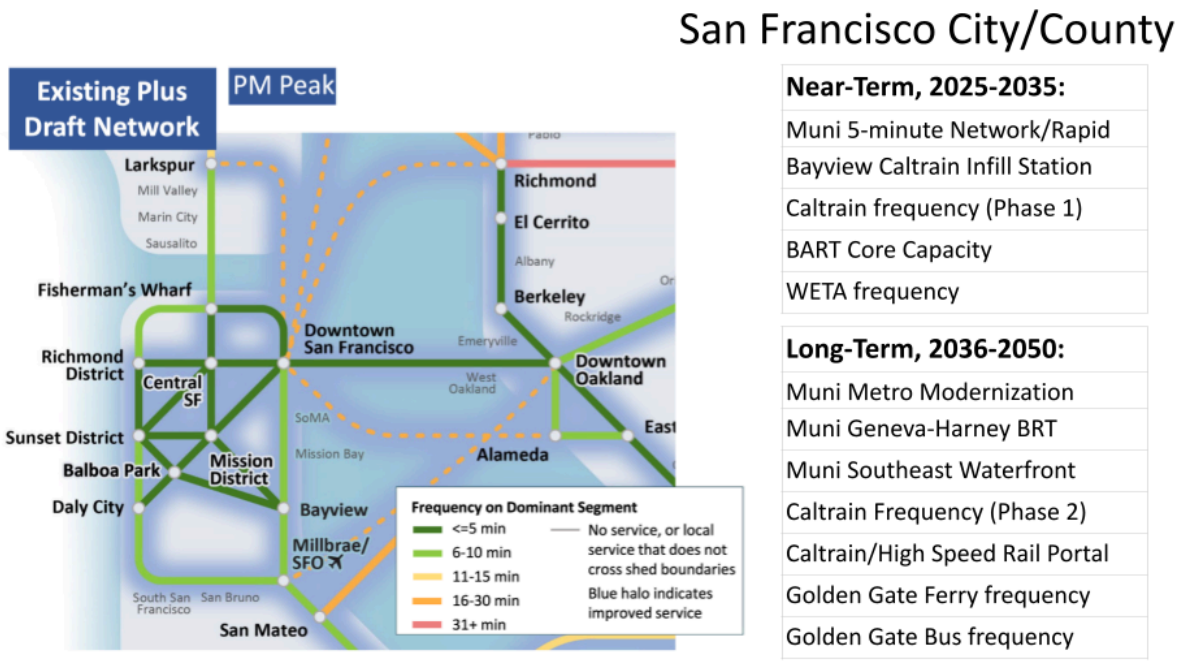
Transit priority

- **Bryan** lives in Richmond. He is in total support of having more express bus lanes, such as an express bus lane on Bay Bridge from Richmond to San Francisco.

Greater Connectivity in and out of Contra Costa County

- **Michelle** lives in Richmond. “A lot of people have to commute to areas in Concord and Vallejo but once they get to a central location they still need an ability to get to where they’re going. For example, if I take BART to Antioch, well I still have to depend on my son to pick me up so that he can take me further on to where he lives. There’s a lot of work that needs to be done. Some kind of connection going to Vallejo and Concord and Antioch would be good.”
- **Jim** lives in Danville. “We have all these wonderful major routes, but we have no connecting service. I live in Danville and we have a bus that comes through the town once an hour, and takes you 45 minutes to get to BART in Walnut Creek. So much of Danville and San Ramon doesn’t have a bus service to take it from eastern Contra Costa county to the BART system. None of this works unless we develop a complete network.”

San Francisco



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Transit 2050+ Comments

BART Core Capacity

- **Comments from San Francisco Transit Riders, Transform, Senior and Disability Action, Livable City:** It is unclear if BART Core Capacity remains a pressing issue given pandemic changes in ridership patterns. Improving multimodal connections, station accessibility, and system resiliency may be more timely investments. A thorough assessment of current and projected demand is essential before allocating significant resources to this project.

Muni's Geneva-Harney BRT

- **Comments from San Francisco Transit Riders, Transform, Senior and Disability Action, Livable City:** An up-to-date and comprehensive Bayview transportation plan should be completed before committing to Muni's Geneva-Harney BRT. While the Bayview and Geneva Avenue corridor absolutely need transportation improvements and investment, projects should be developed in the context of the whole community's needs, including better access to the Third Street commercial corridor, essential services, and regional transportation. Any investments should prioritize equitable

improvements rather than focusing solely on benefits to a single development or area. The Bayview would also benefit from improved connections to the East Bay.

Prioritization of Projects

- **Comments from San Francisco Transit Riders, Transform, Senior and Disability Action, Livable City:** The current transportation plan requires more detailed prioritization to ensure accountability and measurable progress. Broad categorizations like “near-term” and “long-term” lack clarity and risk delaying critical projects, especially if the needed funding isn’t secured. Is there a plan for prioritization if only some funding is secured?

Missing Elements

- **Comments from San Francisco Transit Riders, Transform, Senior and Disability Action, Livable City:** Several key rail projects are absent from the plan, such as extending the Central Subway to Fisherman’s Wharf and creating a Geary/19th Avenue rail or BRT connection.

Clarity of the Map

- **Comments from San Francisco Transit Riders, Transform, Senior and Disability Action, Livable City:** The plan also lacks sufficient clarity in its mapping of high-density areas like San Francisco. Without a more detailed map of hubs and connections, it was difficult for the public to provide meaningful feedback on the draft plans. For example, there was confusion about the definition and location of “Central SF” on the draft map. We also received questions about the specific frequencies and changes indicated between the Richmond and Sunset districts, which together span a large area. An inset map of San Francisco (and perhaps other dense areas like San Jose) would be helpful to better illustrate the changes being proposed on a neighborhood scale.

Ensuring Changes to Ferry Service Benefit Lower-Income Riders

- **Comments from San Francisco Transit Riders, Transform, Senior and Disability Action, Livable City:** Ferry services are an important part of the regional transit network, although they largely cater to small numbers of more affluent riders. Care should be taken to ensure changes benefit lower-income riders, and alternatives to the changes proposed should be considered. For example, would improving late-night service better serve workers?

General Comments

Faster Travel Times

- **Elinor** lives in Russian Hill. “For some of these lines, duration is the bigger issue rather than frequency. I’m thinking of the Richmond District specifically. If you live in the outer Richmond, it takes over an hour to get downtown on the bus sometimes. It takes so long and that’s the real issue. That bus could come every 5 minutes but that wouldn’t change the fact of whether I take it or not. It's that the overall commute takes a very long time.

So I would rather more energy be put into faster ways of making that whole run rather than increasing the amount of buses running on that route."

- **Eitan** lives in the Civic Center/Van Ness area. "If any one of my trips takes north of an hour it's really painful and I sacrifice a lot just to take a bus."
- **Tiff** said she used BART to visit friends in Oakland and to get to the airport. "I don't have a car so I don't get out of SF very often. Once I tried to go into an office we have in Palo Alto and it took 2 hours one way to hitch the BART down to Millbrae and then switch to the Caltrain and then switch to the research park bus to the actual office. I swear I was not going to do that again."

Increased Night Frequency

- **Erin** lives in San Francisco: "Bus lines could benefit from increased frequency, particularly later at night when it sometimes feels unsafe as a rider to just wait and wait and wait. That is what often puts people into Lyfts and Ubers instead of taking Muni."