

Engagement Summaries

Attachments

Outreach Plan

Public Agency Working Group Round #1

Public Agency Working Group Round #2

Public Agency Working Group Round #3

Rider Survey Results

Rider Listening Sessions Summary

Outreach Plan

Memorandum

Date: February 24, 2023
 To: Daniel Shockley, SamTrans
 From: Natalie Chyba, Angelica Rocha, Daniel Jacobson; Fehr & Peers
Subject: SamTrans BSIP Outreach and Engagement Plan

LA22-3373

Executive Summary

The Outreach and Engagement Plan (Plan) outlines a path to inform and develop a successful Bus Stop Improvement Plan (BSIP). The Plan employs a three-pronged engagement approach which integrates the perspectives of agency stakeholders, riders, and SamTrans staff via intimate and purposeful feedback solicitation strategies.

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Outreach Approach

The outreach approach targets key stakeholders and riders. The team will use tailored engagement tools for a comprehensive understanding of community needs and priorities for improving SamTrans’ bus stops. The engagement process is designed to achieve the following outcomes:

1. Engage agency stakeholders from local jurisdictions within the SamTrans service area to identify local challenges and opportunities, while supporting implementation.
1. Reach and facilitate ridership populations that are typically underrepresented in the planning process, including:
 - i. Limited- to No-English speakers, with a focus on the Chinese community



- ii. Off-peak riders
 - iii. Older adults and people with disabilities
 - iv. Parents/Caretakers
2. Identify rider priorities for bus stop design and trade-offs.
3. Engage the necessary SamTrans staff and decision makers in discussions at critical points throughout the project.
4. Ensure at least one touch point with all major stakeholders through a series of presentations ("outreach roadshow")
5. Incorporate all feedback collected into bus stop prioritization and design guidelines.

Logistics Coordination

Materials Production

Ahead of key outreach milestones, Fehr & Peers will follow the material production process outlined below:

- **6 weeks out:** Confirm meeting date/time and invitation list with SamTrans
- **4 weeks out:** Send calendar invitation and/or When2Meet
- **2 weeks out:** Provide draft meeting materials to SamTrans for review
- **1 week out:** Finalize meeting materials & send out reminder email

Roles & Responsibilities

The outreach and engagement process will be a collaborative effort between Fehr & Peers and SamTrans, with each assuming responsibility for different task types. As a general rule, Fehr & Peers will take charge of meeting preparation and facilitation for the PAWG, listening sessions, and internal staff meetings. SamTrans will assist Fehr & Peers in connecting with stakeholders, ensure that all relevant entities are incorporated into the engagement process, and review materials in advance of meetings. In addition, SamTrans may repurpose prepared meeting materials to facilitate additional meetings with other stakeholder groups as they see fit.

A Communications Planning Guide, which details roles and responsibilities of both Fehr & Peers and SamTrans, can be found [here](#).

SamTrans Staff Engagement

In addition to regular bi-weekly check-ins with the SamTrans project team, Fehr & Peers will facilitate coordination as needed with District staff, executive-level leadership, and the District Board, with meetings conducted in that order.



SamTrans Staff Working Groups

Fehr & Peers will facilitate up to four (4) staff-level working groups at critical points throughout the project. While specific meeting content will be refined with the SamTrans project team, likely topics include bus stop inventory and existing conditions (Task 3), bus stop design guidelines (Task 4), bus stop improvement prioritization (Task 5), and coordination with ongoing accessibility improvements.

Fehr & Peers Deliverable(s): Presentation materials; meeting summaries

SamTrans Role: Organize and schedule staff working group meetings; Review presentation materials

Timeline: Ongoing, November 2022 – December 2023

SamTrans Executive-level Stakeholder Meetings

If desired, Fehr & Peers can facilitate up to four (4) executive-level stakeholder meetings to brief key decision makers at critical project milestones. This set of meetings is anticipated to follow staff working groups on similar topics. If SamTrans Staff would like to perform executive-level stakeholder meeting updates internally, Fehr & Peers can provide talking points and presentation resources.

Fehr & Peers Deliverable(s): Presentation materials; meeting summaries

SamTrans Role: Organize and schedule executive-level meetings; review presentation materials; present material.

Timeline: Ongoing, November 2022 – December 2023

SamTrans Board Meetings

Fehr & Peers will assist with up to four (4) meetings with the District Board through meeting materials and facilitation (as needed). We anticipate seeking Board adoption of the plan in November 2023, with up to three additional info items throughout the course of the project.

Fehr & Peers Deliverable(s): Presentation materials

SamTrans Role: Review meeting materials; present at/facilitate meeting

Timeline: Ongoing, November 2022 – December 2023



Stakeholder Engagement

Agency stakeholder engagement will take two forms: Public Agency Working Groups (PAWGs) and an outreach roadshow to a variety of stakeholder groups. PAWGs will be focused on information-gathering, allowing for a deeper dive on critical project topics in smaller group settings. Outreach roadshow events will be focused on information-sharing, providing updates, and having broader conversations about project direction.

Public Agency Working Groups

Fehr & Peers will host a series of working groups to listen and engage with jurisdictions at a smaller scale. We will conduct two strategic working group sessions with each of the four subregions (Coastside, North County, South County, and Mid County) for a total of eight working group meetings. Fehr & Peers will work closely with SamTrans staff to prepare for working group discussions. Descriptions of the two sessions are included below.

- Session #1 will focus on understanding the existing processes, policies, and practices for getting bus stop improvements in place on the ground. We'll utilize the conversation to highlight pieces of the process that are working well and should be maintained, and grapple with pieces of the process that may need to be refined. (November – December 2022)
- Session #2 will focus on the funding, phasing, and implementation approach to bus stop improvements. Fehr & Peers will introduce, gather feedback on, and refine the implementation approach established through Task 4 (Refresh Bus Stop Guidelines) and ensure it is ready to be put into practice. Fehr & Peers will offer jurisdictions the opportunity to invite key staff, such as economic development and/or City Attorney's office staff. (July 2023)

For a full list of Public Agency Working Group participants, see [here](#).

Fehr & Peers Deliverable(s): PowerPoint presentation; supporting materials such as surveys or breakout activities; meeting summaries

SamTrans Role: Identify staff participants from each jurisdiction; announce project/initiate conversation with each jurisdiction or subregion; participate in discussion; review presentation materials.

Timeline: November – December 2022 and July - August 2023

Outreach Roadshow

The Outreach Roadshow is distinct from PAWG engagement in that its purpose is to engage with other entities in the District that have a stake in the state of bus stops, but do not work directly



with them (e.g., chambers of commerce, advocacy organizations). The Outreach Roadshow is intended to be conducted ahead of the Board's adoption of the BSIP in order to garner community support for the project. Fehr & Peers will assist in up to four (4) outreach roadshow meetings, with SamTrans leading all additional engagement in this category. Meeting materials from the PAWG will likely be able to be repurposed in full to conduct these meetings. Target groups for the Roadshow include:

- Stakeholder Advisory Group (SAG)
- Citizens' Advisory Council (CAC)
- San Mateo County Paratransit Coordinating Council
- SamTrans Accessibility Coordinating Committee
- San Mateo County Economic Development Association
- Chambers of Commerce
- Standing meetings of advocacy organizations
 - Transportation Equity Allied Movement Coalition (TEAMC)

Fehr & Peers Deliverables: Meeting materials and facilitation for up to four (4) meetings

SamTrans Role: Meeting materials; coordination; and facilitation.

Timeline: Throughout, likely with a big push in August 2023 ahead of the Board's adoption of the BSIP

Rider Engagement

Fehr & Peers will engage riders through a series of listening sessions and a Bus Stop Design Prioritization Survey. Listening sessions will facilitate intimate conversations about rider experiences and focus on information gathering. The Bus Stop Design Prioritization Survey will focus on collecting feedback on specific features riders desire most, and how they would like SamTrans to prioritize these features within the service area. Descriptions of the two rider-engagement strategies are included below.

Listening Sessions

In Spring 2023, Fehr & Peers will facilitate four virtual listening sessions to thoughtfully engage and solicit input on the bus stop guidelines and prioritization from key stakeholders. The purpose of these sessions will be to highlight any existing challenges with bus stop amenities, expand on feedback received and reviewed through Task 2.1 (Review Existing Engagement Data), and facilitate feedback on the proposed prioritization approach.

- **Listening Session #1:** Off-peak riders



- **Listening Session #2:** Limited- to No-English speakers, with a focus on the Chinese community
- **Listening Session #3:** Older adults and people with disabilities
- **Listening Session #4:** Parents and caretakers

The ideal meeting size for each listening session is 5-7 people representing the specific target audience. We will rely on existing SamTrans relationships with community-based organizations (CBOs) in the District, as well as standing stakeholder groups such as the Paratransit Coordinating Council, to develop the invitation lists for each listening session. Participants will be compensated for their time at a rate of \$200 per meeting, paid for by SamTrans.

Update: The project team will partner with Nuestra Casa for listening sessions #1, 3, and 4 and the Chinese Business Association for listening session #2.

Fehr & Peers Deliverable(s): Collaboration with SamTrans on invitation list; discussion/facilitation guides; supporting materials such as surveys; meeting summaries; compensate participants and CBOs.

CBO Role: Review discussion guides and supporting materials, identify 5-7 participants for each listening session, provide suggestions for meeting locations.

SamTrans Role: Leverage existing relationships with CBOs, CAC, and system riders to develop invitation list; review presentation materials.

Timeline: March/April 2023

Bus Stop Design Prioritization Survey

Fehr & Peers will host an online survey (available in English, Spanish, and Chinese) specifically focused on trade-offs around amenities and prioritization of bus stop features. The survey will be hosted on Qualtrics utilizing SamTrans' existing account. Rider demographic questions will be included to identify key characteristics of the survey respondent, such as bus route, rider frequency, etc. Questions may include asking riders to rank their preferred features, provide information on when/where certain features are important, and why they rank them this way.

To promote survey participation, Fehr & Peers will prepare a project factsheet, temp cards for placement at bus stops, take-ones, ad cards, and social media graphics. SamTrans Staff will be responsible for preparing and sending a mass text advertising the survey, initiating the issuance for paid advertisement, creating and managing a project email account, and posting social media graphics on appropriate social media channels, as well as to the project website. They will also collaborate to produce and distribute press releases and media outreach.

The proposed survey timeframe is March to May 2023.



Fehr & Peers Deliverable(s): Online Survey; Survey promotion graphics

SamTrans Role: Review and provide feedback on survey; Survey promotion support from SamTrans PIO

Timeline: March-May 2023

Public Agency Working Group Round #1

Memorandum

Date: December 22, 2022

To: Daniel Shockley, SamTrans

From: Natalie Chyba and Alex Sarno, Fehr & Peers

Subject: **SamTrans Bus Stop Implementation (BSIP) Public Agency Working Group (PAWG) Meetings Summary**

PAWG Meetings Summary

As a part of the SamTrans Bus Stop Implementation Plan (BSIP) stakeholder engagement, Fehr & Peers led four public agency working group sessions between December 8 and December 15, 2022. The meeting attendants were organized by the four subregions that compose San Mateo County - Coastside, North County, South County, and Mid County. In total, 51 attendees participated representing 22 different jurisdictions.

The working group sessions consisted of communicating SamTrans' existing processes for implementing bus stop improvements, presenting key bus stop statistics discovered during the bus stop inventory, conducting a real-time Menti poll on jurisdictions' implementation processes, and engaging in breakout group discussions to understand participants' experiences with bus stop related processes. The following bullets highlight the main themes raised during the sessions:

- The principal issue voiced by participants was a lack of knowledge about SamTrans' processes, policies and practices related to bus stop improvements, and also the **uncertainty about who to contact** at SamTrans.
- Many participants said that when they were able to get in touch with SamTrans, they were usually directed to the right person or information to address their question and overall had a **positive experience**.
- Participants indicated that a **one stop shop with consolidated resources**, likely on a webpage, would be valuable. Information of interest to the participants included staff contact information, triggers for bus stop improvements, details about what partners can request, and bus stop design guidelines.



- Several participants shared **a lack of clarity around ownership and maintenance** agreements of stops.
- Relatedly, participants mentioned that **funding/cost-sharing for bus stops was an issue**; agencies noted that they don't have funding to improve stops or it isn't clear how much funding they are responsible for contributing due to ownership confusion.
- There were several requests for **SamTrans to conduct more outreach to jurisdiction staff** when working within a local jurisdiction – providing letters of notice to each relevant department was a suggested solution.
- Many participants expressed a **desire for greater collaboration with SamTrans** in the future; some mentioned existing project efforts that would benefit from such collaboration including the University Avenue Streetscape Project (Palo Alto), Moss Beach Highway 1 Corridor project (San Mateo County), and county housing element updates.
- Several participants shared that their local jurisdiction does not proactively implement bus stop improvements, due to lack of funding and ownership understanding, but also due to a lack of understanding of what improvements are needed. Several participants requested SamTrans **share bus stop data and associated recommendations**.
- Many participants shared a **greater interest in clear design guidance over flexibility in design**. Participants indicated that they realize there is always flexibility and would rather have clarity in what SamTrans' preferences and standards are, especially when working with private developers. Assistance with **guidance to private developers** was of particular interest.

Individual meeting summaries are attached for each of the four PAWG meetings, including presentations and Menti polling results.

Public Agency Working Group

SAMTRANS BUS STOP IMPROVEMENT PLAN



Agenda



**PROJECT
OVERVIEW**



**EXISTING BUS
STOP CONDITIONS**



**EXISTING
IMPLEMENTATION
PROCESS**



**DISCUSSION/
BREAKOUT SESSIONS**

Meeting Goal

***Introduce** the project and **share takeaways** from the bus stop inventory. **Discuss** the existing implementation process and any barriers.*

- 1
- 2
- 3
- 4

Project Overview

Project Goals



INVENTORY OF EXISTING BUS STOPS

Data-driven understanding of existing bus stop amenities



CLEAR DESIGN GUIDELINES

Easy-to-use design guidelines for SamTrans and City staff and development partners

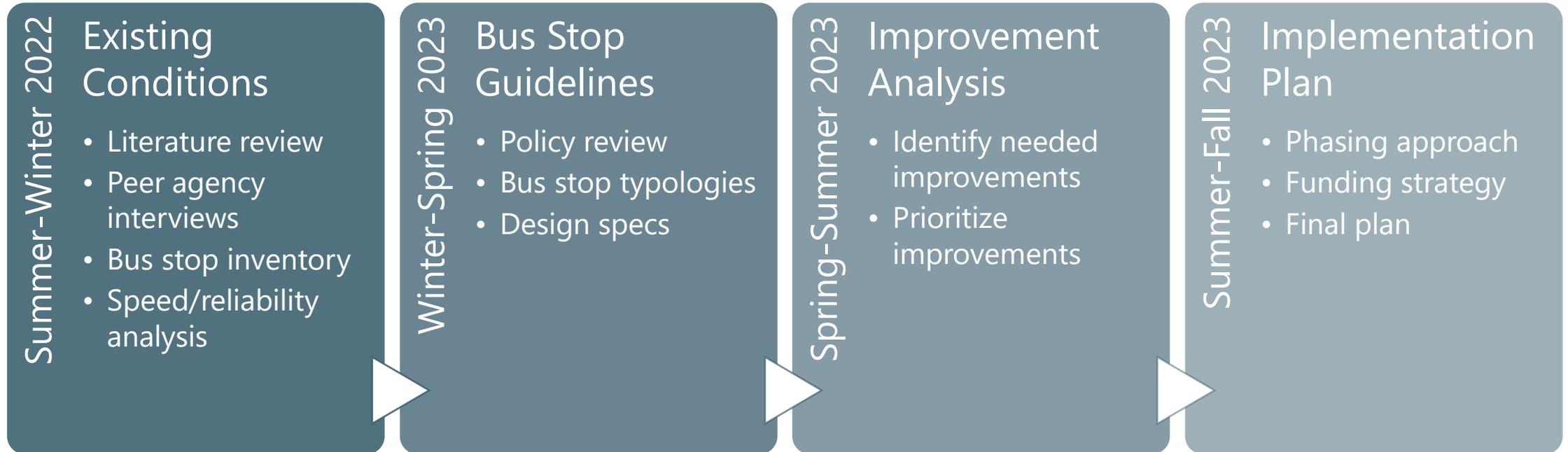


IMPLEMENTATION PLAN

Clear direction on prioritization approach, funding strategy, and strategic partnerships

Project Work Plan

scope of work & schedule



Project Complete:
December 2023

Stakeholder Engagement

CITY STAFF

Goal: Understand existing processes and address barriers to implementation of bus stop improvements.

Tools: Public agency working groups (2)

KEY STAKEHOLDERS

Goal: Spread awareness of the project and gather feedback on key deliverables.

Tools: Outreach roadshow to key standing meetings (SAG, CAC, Paratransit Coordinating Council, City Councils, Chambers of Commerce, Advocacy Orgs)

RIDERS

Goal: Build off of prior engagement work to understand rider preferences and priorities for transit amenities.

Tools: Listening sessions (4) and rider survey

Outreach Schedule

scope of work & schedule

Fall 2022

Winter 2023

Spring 2023

Summer 2023

Fall 2023



- Public Agency Working Group

- Rider listening sessions
- Rider survey
- Outreach roadshow #1

- Public Agency Working Group

- Email status updates

- 1
- 2
- 3
- 4

Existing Bus Stop Conditions

Project Goals



INVENTORY OF EXISTING BUS STOPS

Data-driven understanding of existing bus stop amenities



CLEAR DESIGN GUIDELINES

Easy-to-use design guidelines for SamTrans and City staff and development partners



IMPLEMENTATION PLAN

Clear direction on prioritization approach, funding strategy, and strategic partnerships

Welcome to the SamTrans Bus Stop Inventory Web Tool

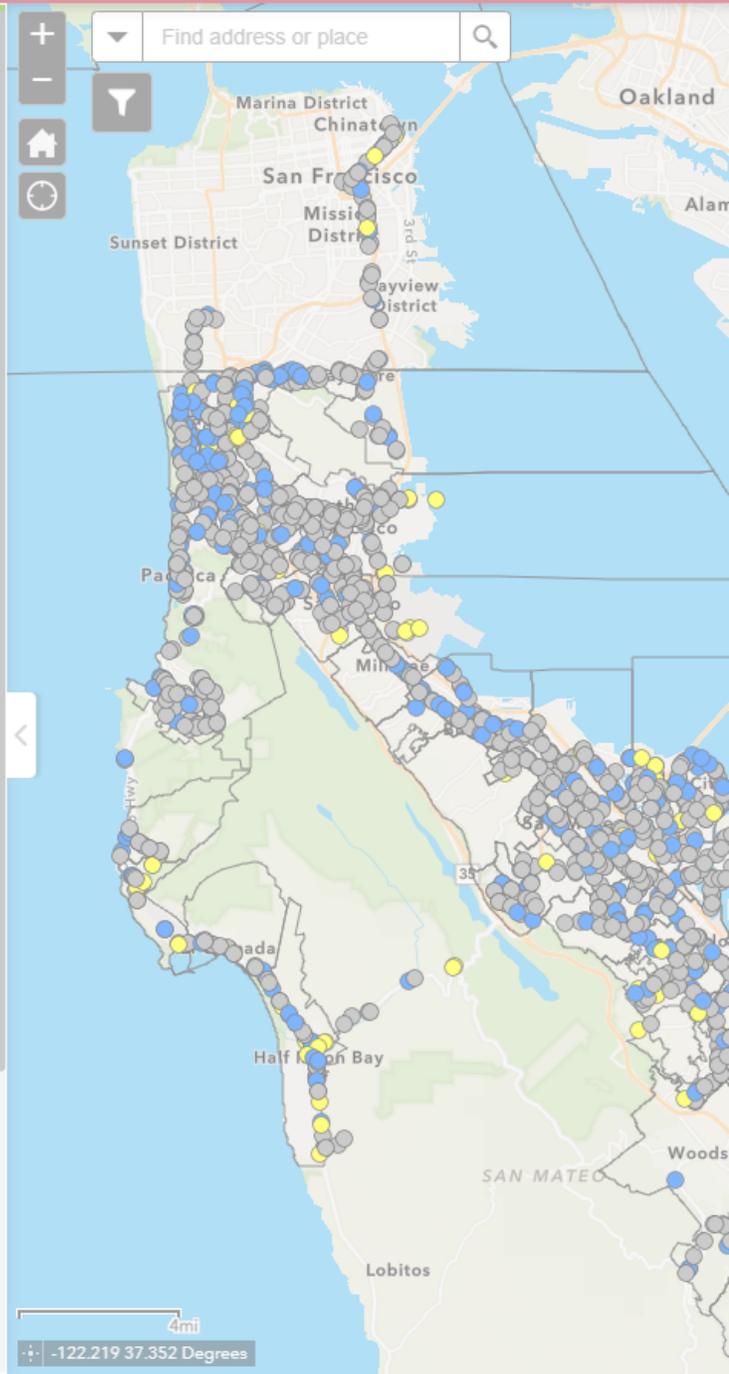
About the tool & web map:

This tool was created to enable simultaneous editing of a single feature service. The web map contains two layers - SamTrans Bus Stops (red points) and Census Places (black boundaries). The Census Places are to be used as point of reference during inventory.

Start Inventorying

To get started, use the filter widget below the "Find address or place" search bar to filter on your assigned City or Place. Once you've selected your area of interest, turn the horizontal to green (on). The map will zoom to your selection. Bus stops are symbolized by inventory status - incomplete (red), complete - needs review (blue), complete - reviewed (gray), flagged (yellow).

Select a red bus stop on the map. A bluish halo around that bus stop will appear and this window will change to show the required bus stop information to be populated. Fields in gray cannot be edited and are to be used as reference. All other layers must be filled out. Navigate through the entire list of attributes to populate, some of which have preset drop downs to expedite the inventory process. Some will require a manual entry (quantity, name, comments). The Additional Comments attribute is optional and is to be used to callout case specific observations about a particular bus stop.



Inventory Process

- GIS-based inventory process
- Largely conducted through aerial imagery and Google Street View
- Checks by multiple staff members to ensure accuracy and field verification for new stops/stops with outdated Street View



Rider Experience
(Amenities)

- Standard pole & sign
- Real-time information
- System map / schedule
- Shelter
- Bench / Simme Seat
- Trash receptacle
- Crosswalk & control type
- Sidewalk presence & obstructions
- Curb cuts/ramps

Bus Operations
(Stop Typology)

- Location
- Position
- Stop length
- Bus Pad
- Red curb and parking restrictions
- Driveway conflicts

RIDER EXPERIENCE

Full Service Area

1,871

TOTAL BUS
STOPS

28%

PROVIDE A
PLACE TO SIT

13%

PROVIDE A
SHELTER
(SHADE)

39%

UNOBSTRUCTED
SIDEWALK AT
STOP

BUS OPERATIONS

Full Service Area

48%

ARE FAR-SIDE
STOPS

28%

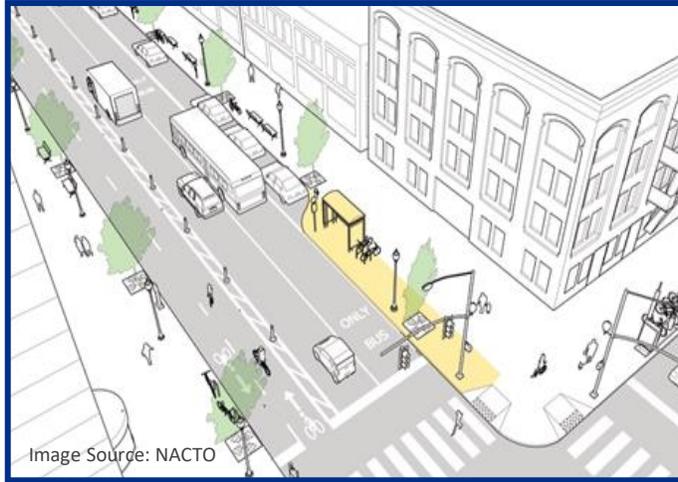
ARE IN-LANE
STOPS

29%

ARE > 75 FEET

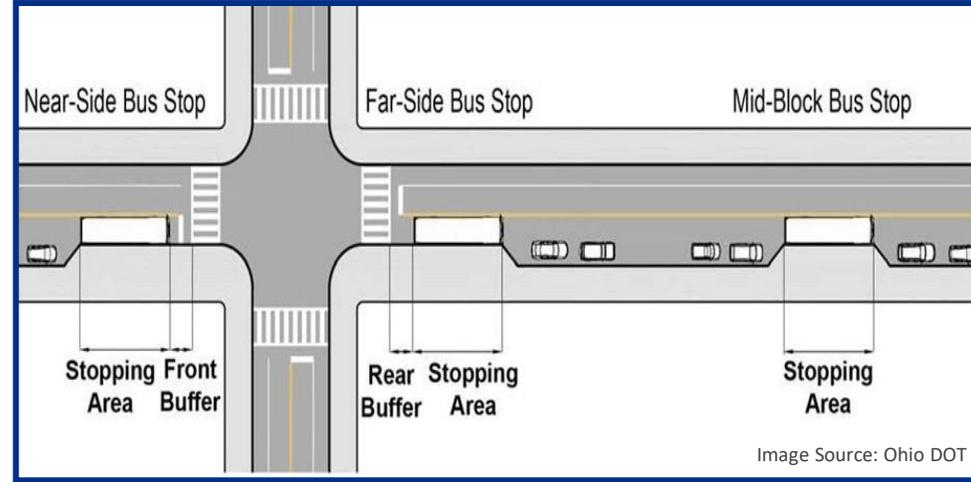
67%

HAVE PARKING
RESTRICTIONS



IN-LANE STOP

In-lane stops allow for the bus to stop in the travel lane, instead of pulling into the parking lane and back out into the travel lane. In-lane stops minimize dwell times at bus stops and speed up service.



FAR-SIDE STOP

Bus stops are placed either at the near-side of the intersection, far-side of the intersection, or mid-block. Far-side stops are best practice as they allow for the bus to clear the intersections before stopping to load passengers. This is particularly useful if the corridor signals have Transit Signal Priority. Far-side stop placing also helps with pedestrian sight lines at intersection crosswalks.

CONTEXTUAL FACTORS

Full Service Area

11%

ARE WITHIN
A HIGH HEAT
INDEX AREA

44%

ARE WITHIN AN
EQUITY
PRIORITY AREA

32%

ARE WITHIN A
MED-HIGH
ACTIVITY
DENSITY AREA

HAVE A SHELTER

25%

16%

14%

HAVE A SIDEWALK,
CROSSWALK, AND
CURB RAMPS

76%

61%

59%

Brisbane

NORTH COUNTY

17

TOTAL BUS STOPS

378

TOTAL DAILY RIDERSHIP

22

AVG. DAILY RIDERSHIP

59%

HAVE A PLACE TO SIT

47%

PROVIDE A SHELTER

71%

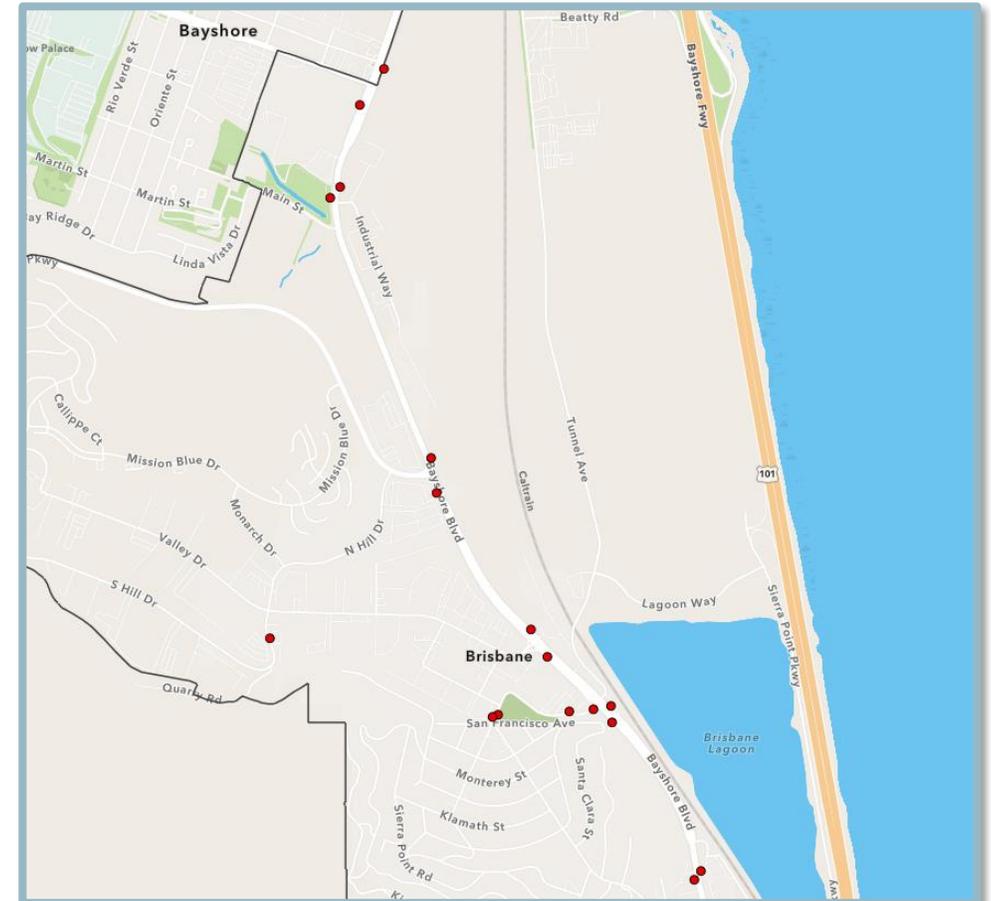
HAVE CROSSWALKS,
SIDEWALKS, AND CURB RAMPS

59%

ARE FAR-SIDE STOPS

94%

HAVE PARKING RESTRICTIONS



Burlingame

NORTH COUNTY

56

TOTAL BUS STOPS

2,008

TOTAL DAILY RIDERSHIP

36

AVG. DAILY RIDERSHIP

66%

HAVE A PLACE TO SIT

25%

PROVIDE A SHELTER

68%

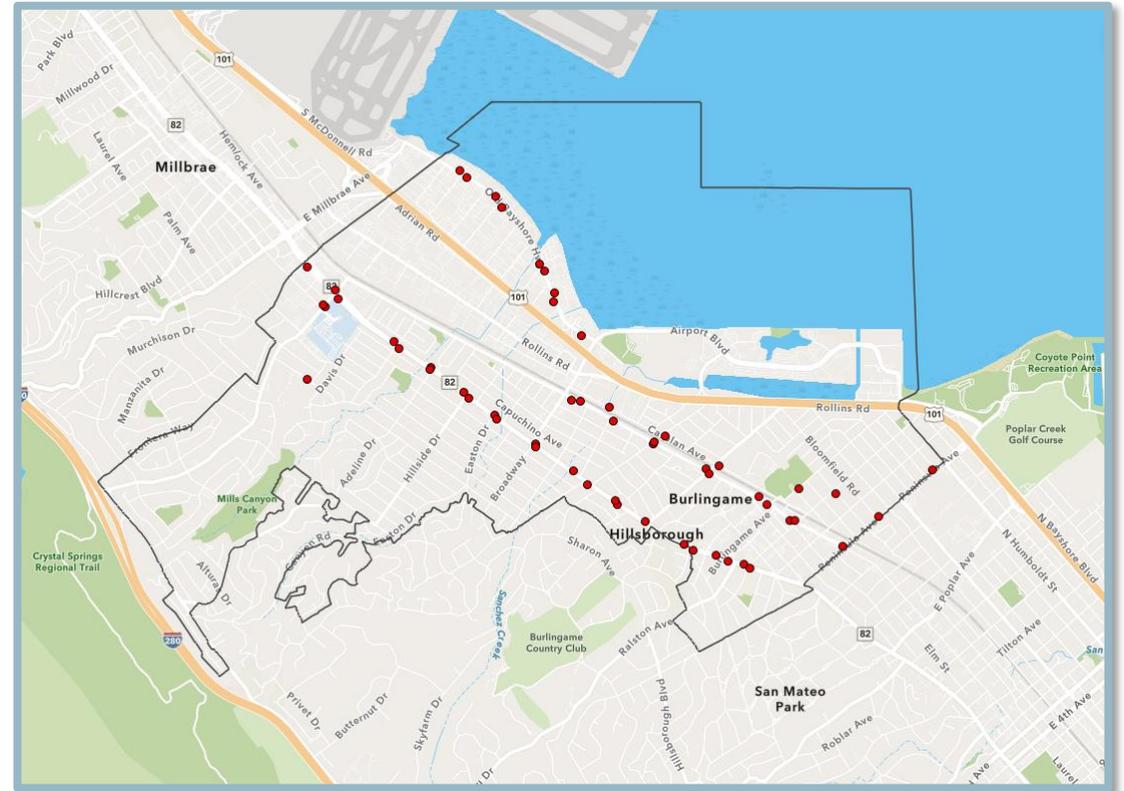
HAVE CROSSWALKS,
SIDEWALKS, AND CURB RAMPS

61%

ARE FAR-SIDE STOPS

95%

HAVE PARKING RESTRICTIONS



Colma

NORTH COUNTY

11

TOTAL BUS STOPS

442

TOTAL DAILY RIDERSHIP

40

AVG. DAILY RIDERSHIP

73%

HAVE A PLACE TO SIT

45%

PROVIDE A SHELTER

64%

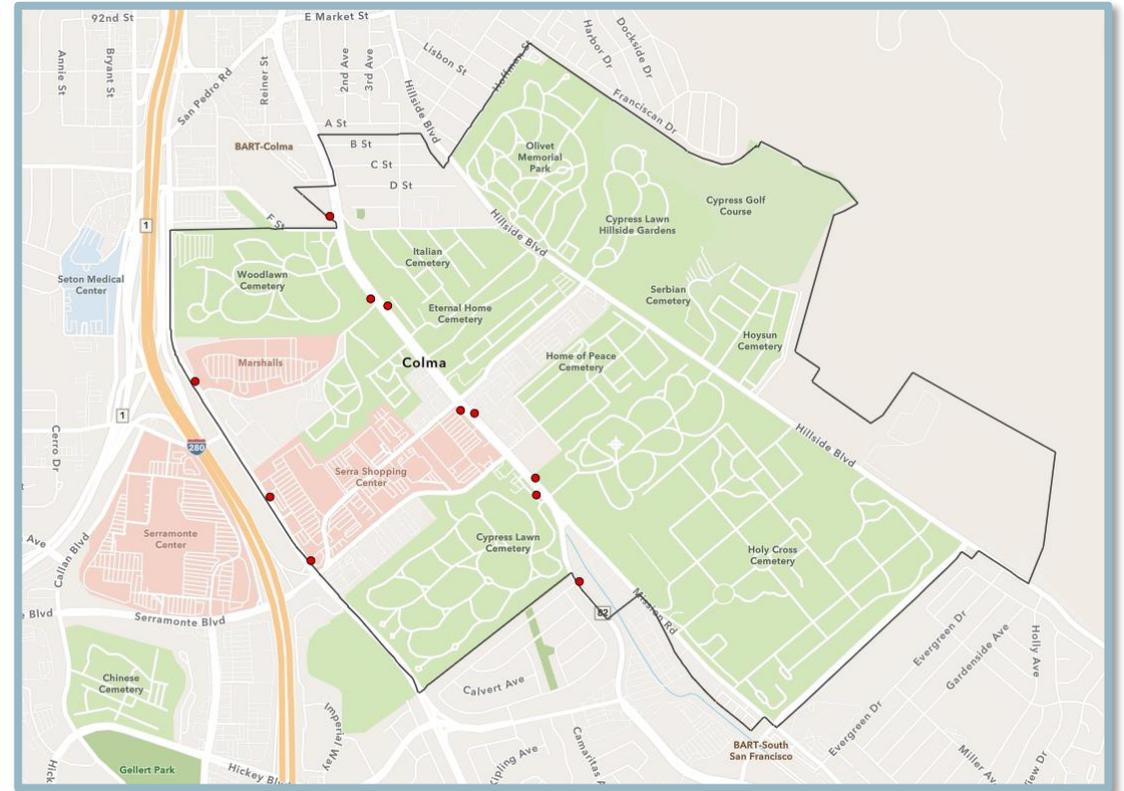
HAVE CROSSWALKS,
SIDEWALKS, AND CURB RAMPS

27%

ARE FAR-SIDE STOPS

91%

HAVE PARKING RESTRICTIONS



Daly City

NORTH COUNTY

242

TOTAL BUS STOPS

16,164

TOTAL DAILY RIDERSHIP

67

AVG. DAILY RIDERSHIP

24%

HAVE A PLACE TO SIT

17%

PROVIDE A SHELTER

62%

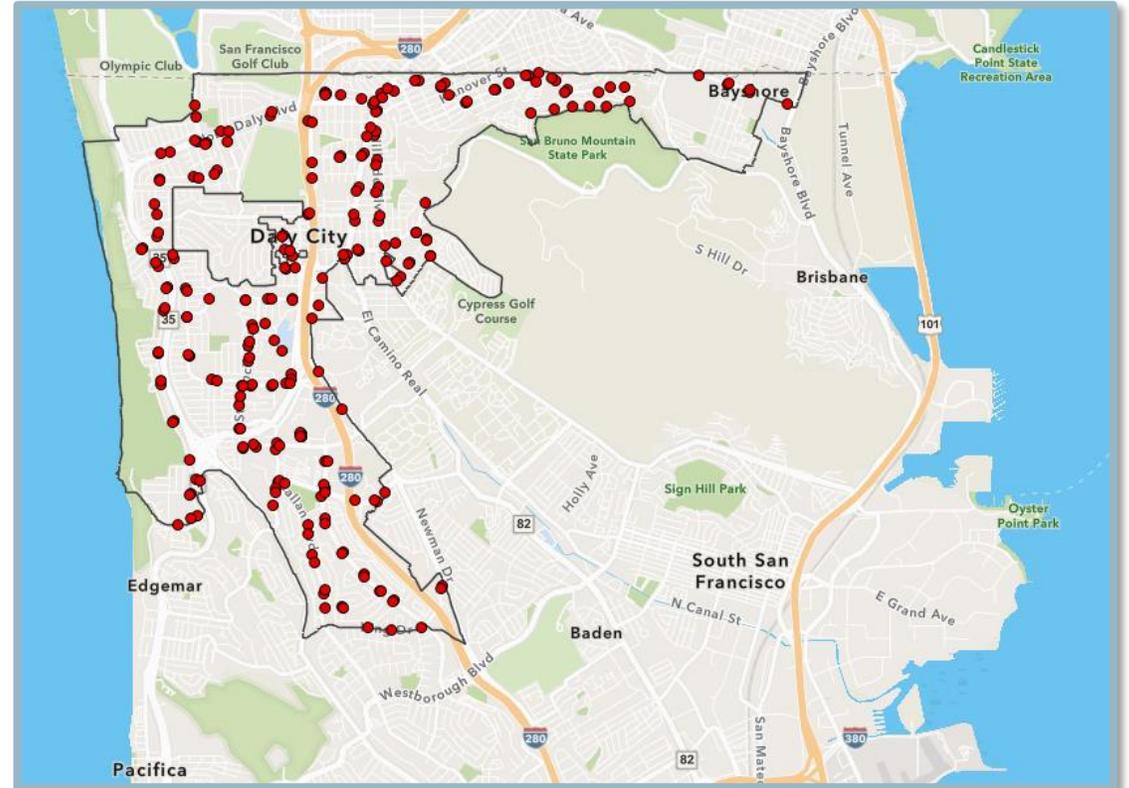
HAVE CROSSWALKS,
SIDEWALKS, AND CURB RAMPS

48%

ARE FAR-SIDE STOPS

44%

HAVE PARKING RESTRICTIONS



Millbrae

NORTH COUNTY

16

TOTAL BUS STOPS

1,354

TOTAL DAILY RIDERSHIP

85

AVG. DAILY RIDERSHIP

94%

HAVE A PLACE TO SIT

25%

PROVIDE A SHELTER

81%

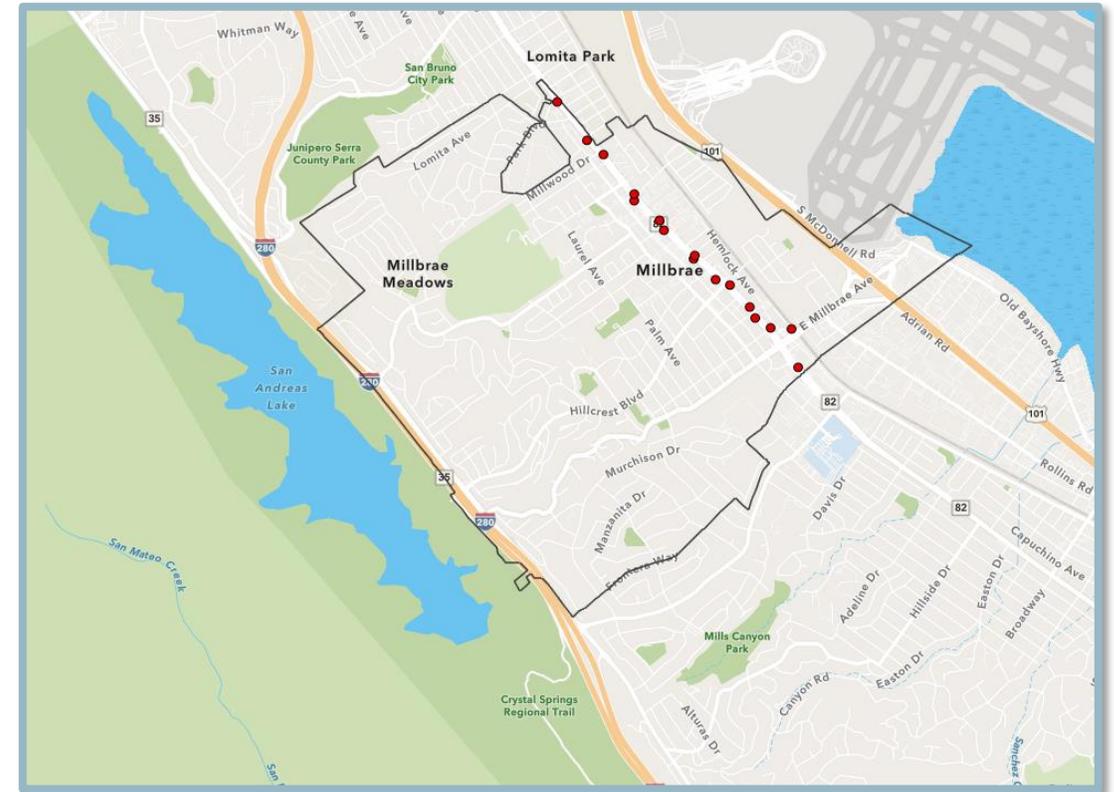
HAVE CROSSWALKS,
SIDEWALKS, AND CURB RAMPS

69%

ARE FAR-SIDE STOPS

100%

HAVE PARKING RESTRICTIONS



San Bruno

NORTH COUNTY

105

TOTAL BUS STOPS

3,243

TOTAL DAILY RIDERSHIP

31

AVG. DAILY RIDERSHIP

36%

HAVE A PLACE TO SIT

8%

PROVIDE A SHELTER

60%

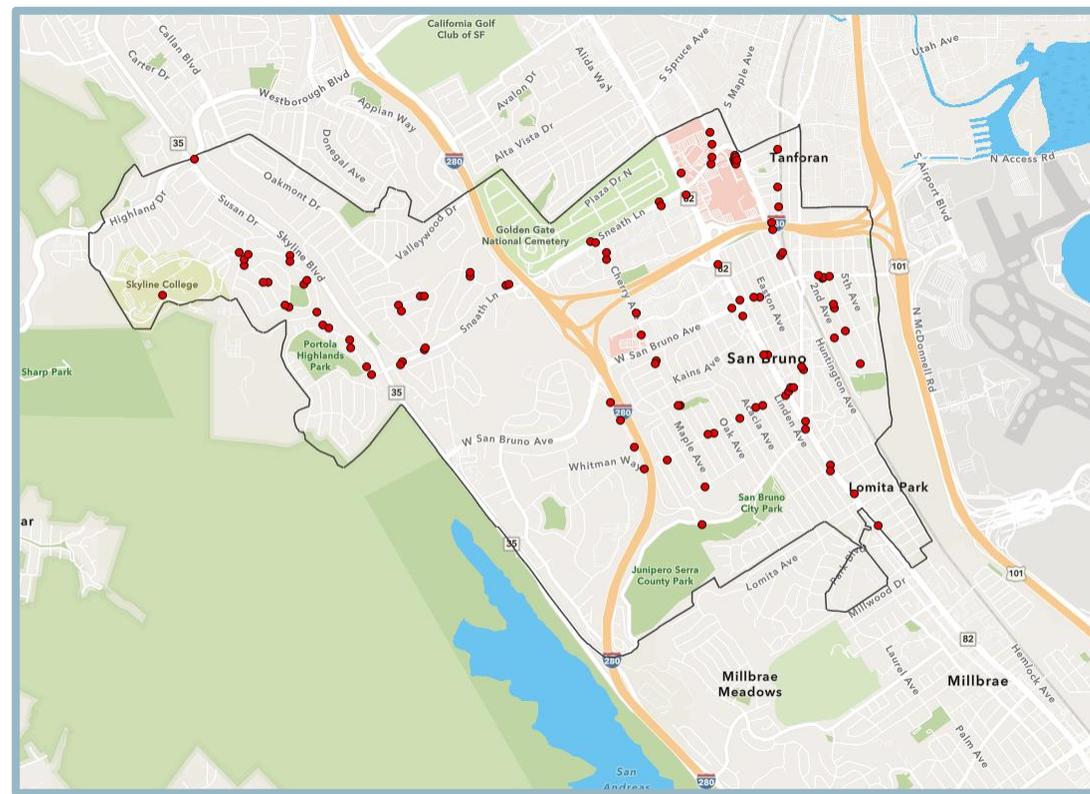
HAVE CROSSWALKS,
SIDEWALKS, AND CURB
RAMPS

46%

ARE FAR-SIDE STOPS

56%

HAVE PARKING RESTRICTIONS



San Francisco

NORTH COUNTY

58

TOTAL BUS STOPS

2,281

TOTAL DAILY RIDERSHIP

39

AVG. DAILY RIDERSHIP

41%

HAVE A PLACE TO SIT

38%

PROVIDE A SHELTER

64%

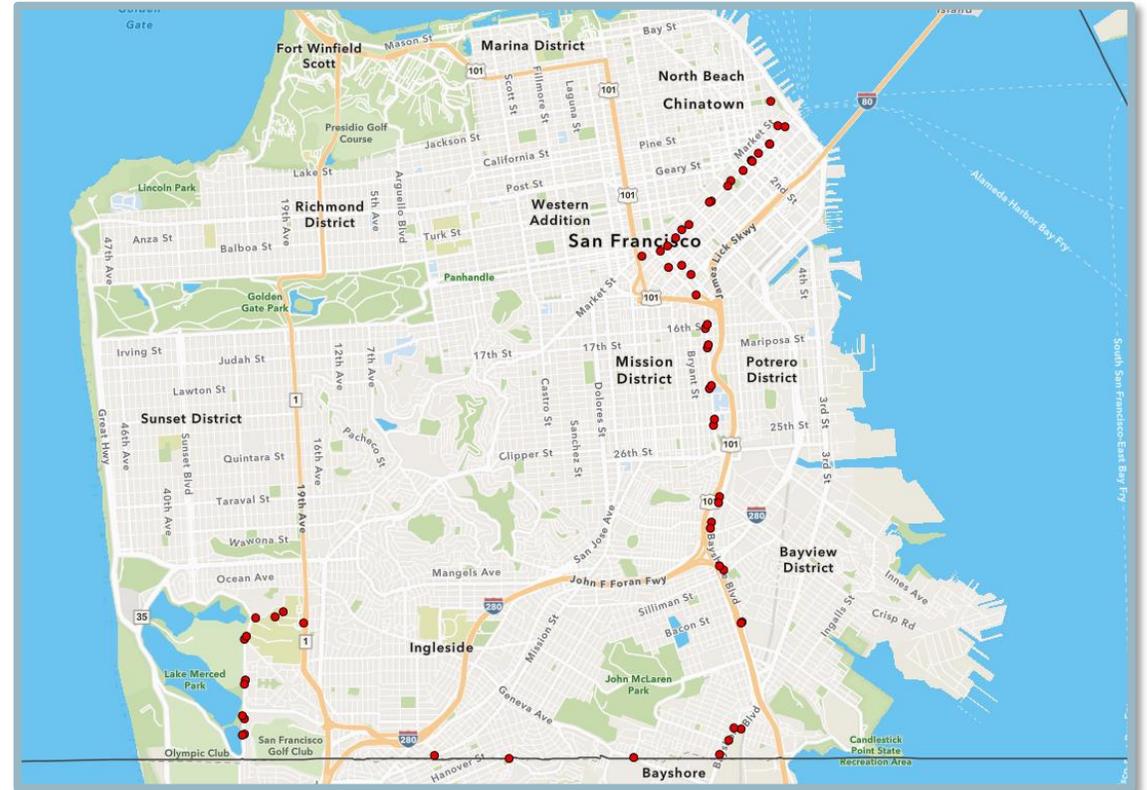
HAVE CROSSWALKS,
SIDEWALKS, AND CURB RAMPS

72%

ARE FAR-SIDE STOPS

84%

HAVE PARKING RESTRICTIONS



South San Francisco

NORTH COUNTY

180

TOTAL BUS STOPS

5,950

TOTAL DAILY RIDERSHIP

33

AVG. DAILY RIDERSHIP

32%

HAVE A PLACE TO SIT

14%

PROVIDE A SHELTER

68%

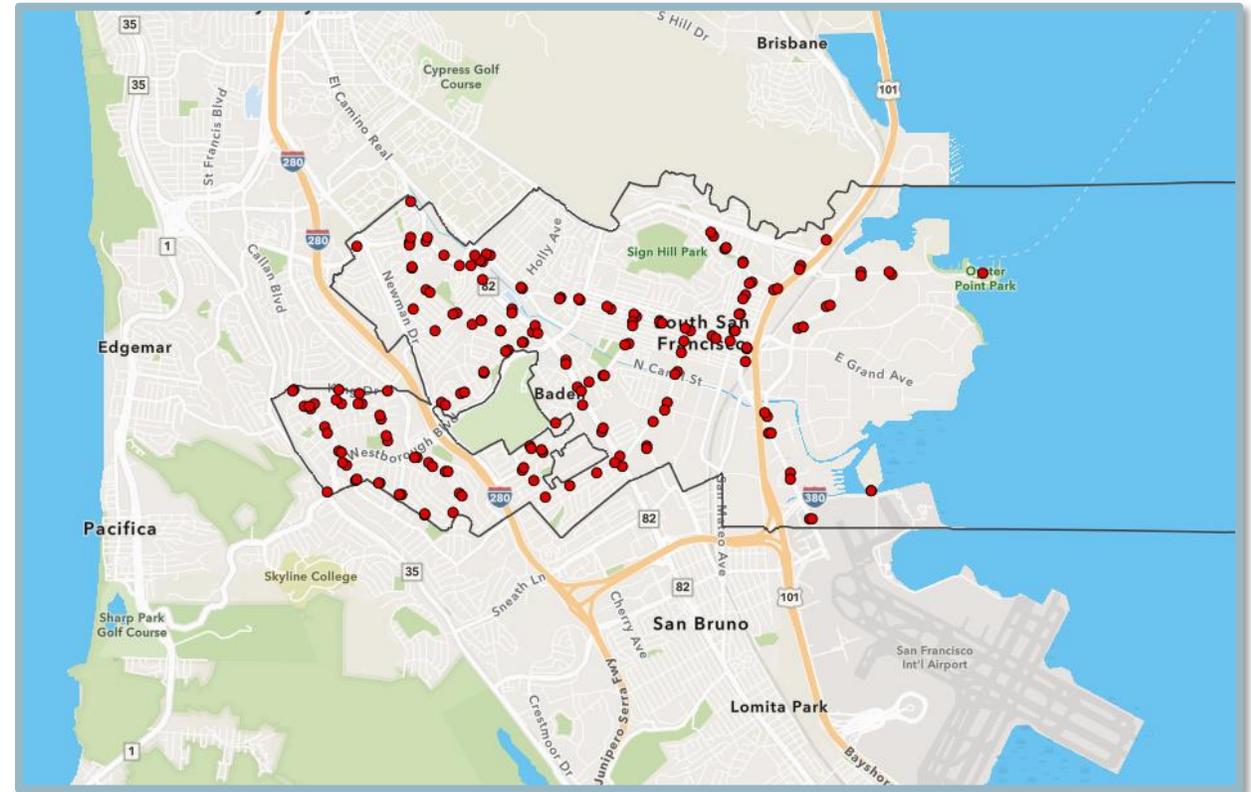
HAVE CROSSWALKS,
SIDEWALKS, AND CURB RAMPS

42%

ARE FAR-SIDE STOPS

59%

HAVE PARKING RESTRICTIONS



Atherton

SOUTH COUNTY

24

TOTAL BUS STOPS

453

TOTAL DAILY RIDERSHIP

19

AVG. DAILY RIDERSHIP

17%

HAVE A PLACE TO SIT

4%

PROVIDE A SHELTER

0%

HAVE CROSSWALKS,
SIDEWALKS, AND CURB RAMPS

54%

ARE FAR-SIDE STOPS

100%

HAVE PARKING RESTRICTIONS



East Palo Alto

SOUTH COUNTY

68

TOTAL BUS STOPS

1,558

TOTAL DAILY RIDERSHIP

23

AVG. DAILY RIDERSHIP

28%

HAVE A PLACE TO SIT

15%

PROVIDE A SHELTER

49%

HAVE CROSSWALKS,
SIDEWALKS, AND CURB RAMPS

49%

ARE FAR-SIDE STOPS

54%

HAVE PARKING RESTRICTIONS



Menlo Park

SOUTH COUNTY

120

TOTAL BUS STOPS

1,412

TOTAL DAILY RIDERSHIP

12

AVG. DAILY RIDERSHIP

29%

HAVE A PLACE TO SIT

9%

PROVIDE A SHELTER

50%

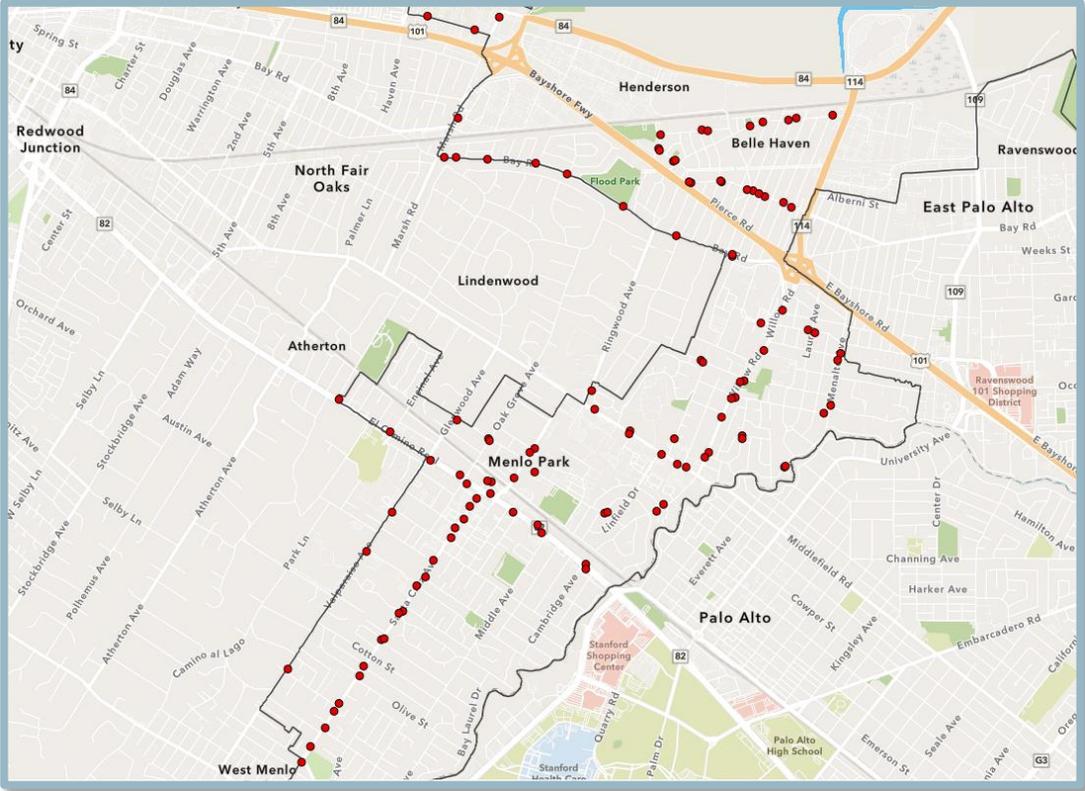
HAVE CROSSWALKS,
SIDEWALKS, AND CURB RAMPS

43%

ARE FAR-SIDE STOPS

86%

HAVE PARKING RESTRICTIONS



Palo Alto

SOUTH COUNTY

27

TOTAL BUS STOPS

1,560

TOTAL DAILY RIDERSHIP

58

AVG. DAILY RIDERSHIP

56%

HAVE A PLACE TO SIT

30%

PROVIDE A SHELTER

67%

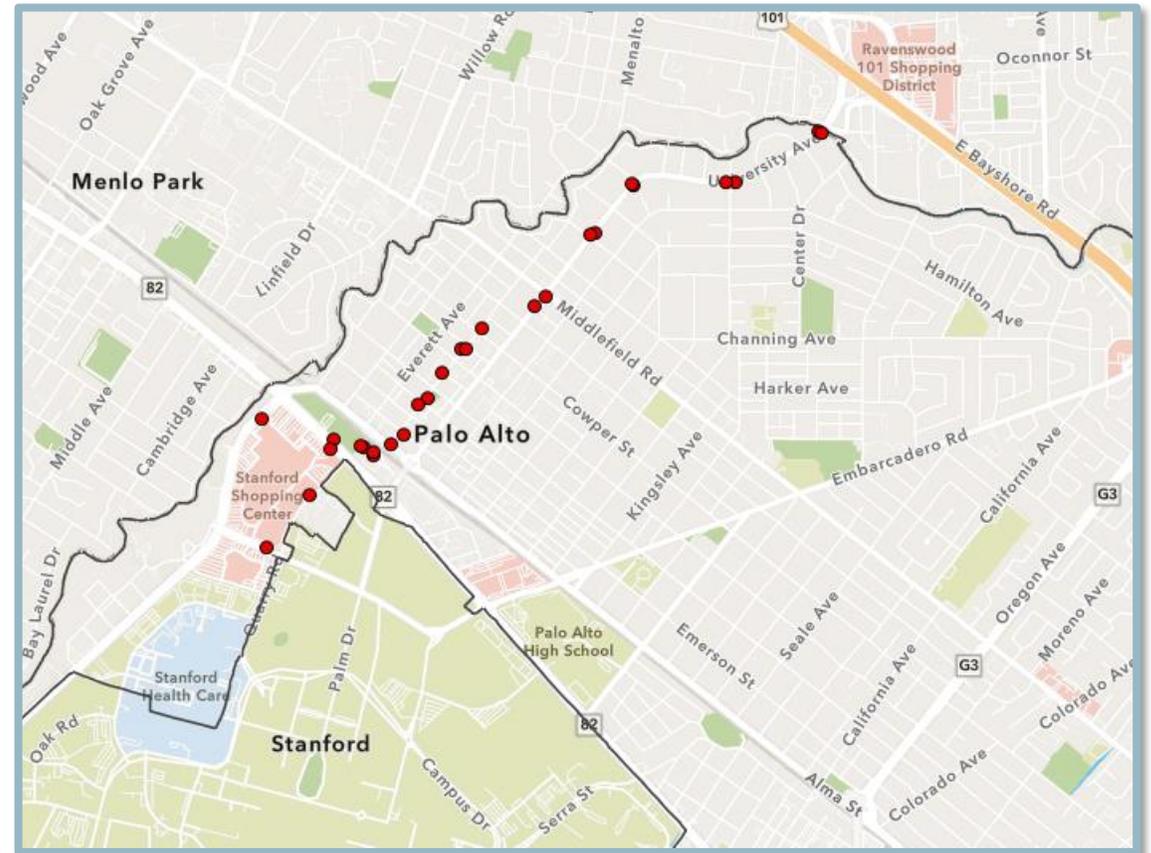
HAVE CROSSWALKS,
SIDEWALKS, AND CURB RAMPS

44%

ARE FAR-SIDE STOPS

100%

HAVE PARKING RESTRICTIONS



Portola Valley

SOUTH COUNTY

17

TOTAL BUS STOPS

21

TOTAL DAILY RIDERSHIP

1

AVG. DAILY RIDERSHIP

0%

HAVE A PLACE TO SIT

0%

PROVIDE A SHELTER

0%

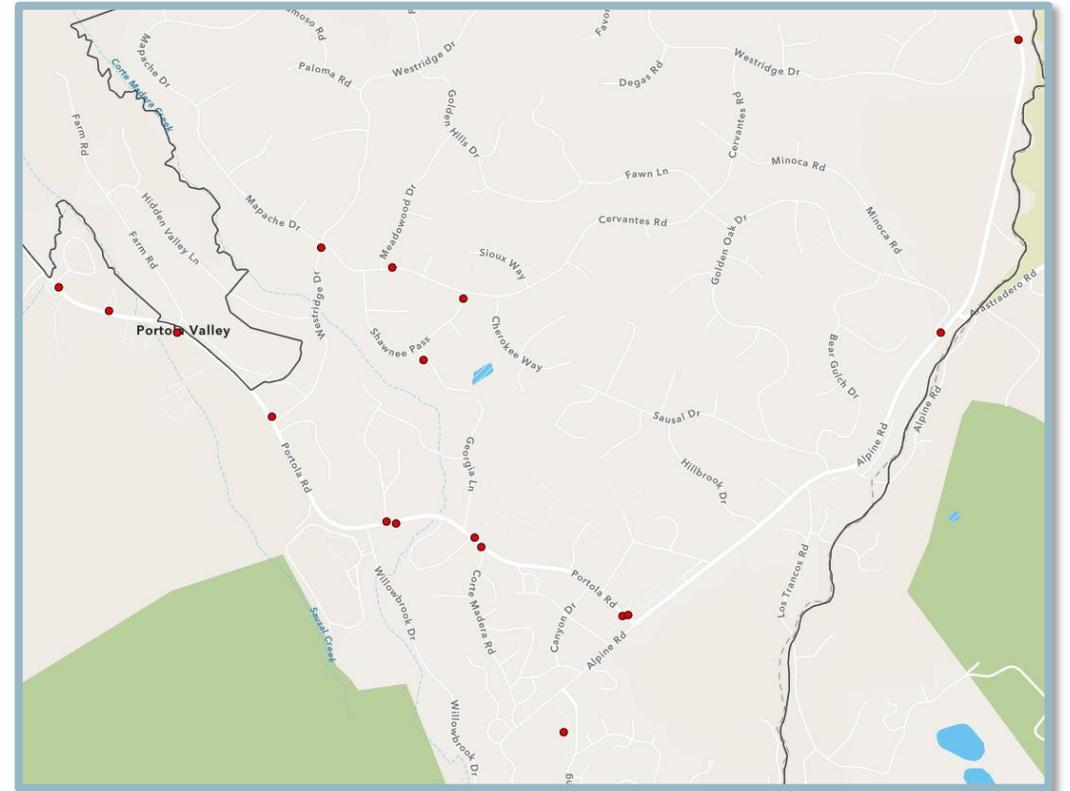
HAVE CROSSWALKS,
SIDEWALKS, AND CURB RAMPS

35%

ARE FAR-SIDE STOPS

71%

HAVE PARKING RESTRICTIONS



Woodside

SOUTH COUNTY

11

TOTAL BUS STOPS

112

TOTAL DAILY RIDERSHIP

10

AVG. DAILY RIDERSHIP

0%

HAVE A PLACE TO SIT

0%

PROVIDE A SHELTER

18%

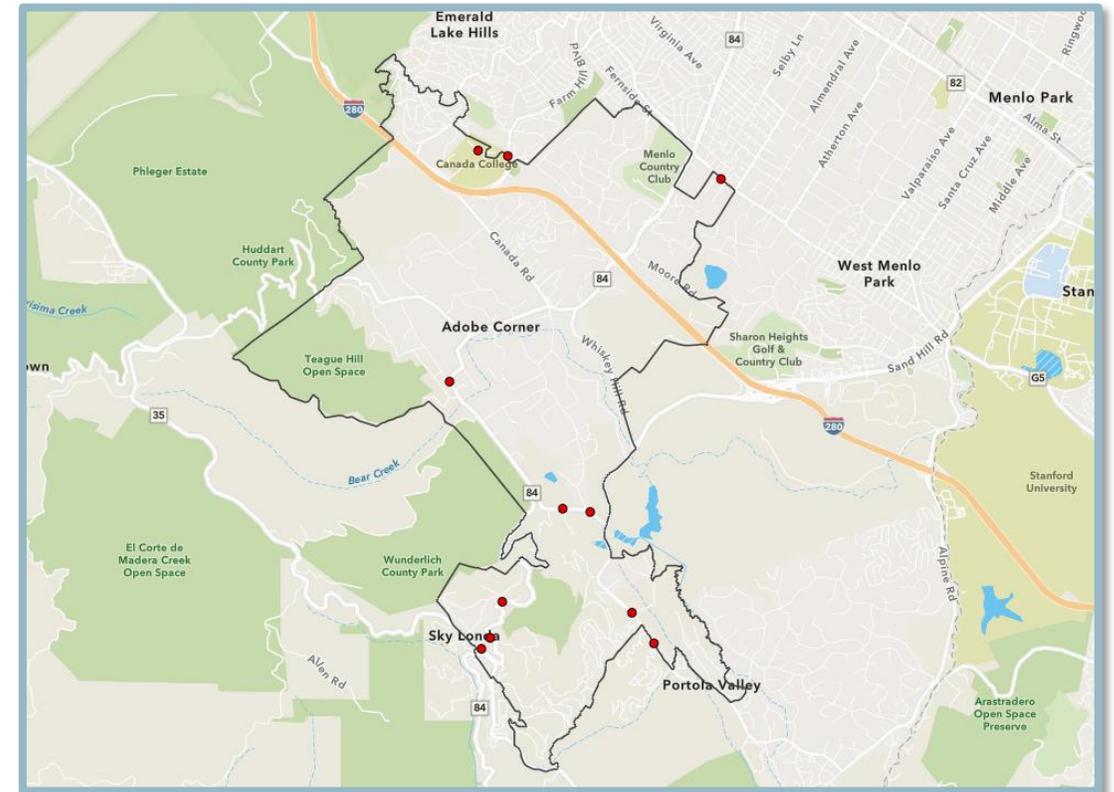
HAVE CROSSWALKS,
SIDEWALKS, AND CURB RAMPS

36%

ARE FAR-SIDE STOPS

73%

HAVE PARKING RESTRICTIONS



Belmont

MID COUNTY

74

TOTAL BUS STOPS

2,150

TOTAL DAILY RIDERSHIP

29

AVG. DAILY RIDERSHIP

23%

HAVE A PLACE TO SIT

8%

PROVIDE A SHELTER

39%

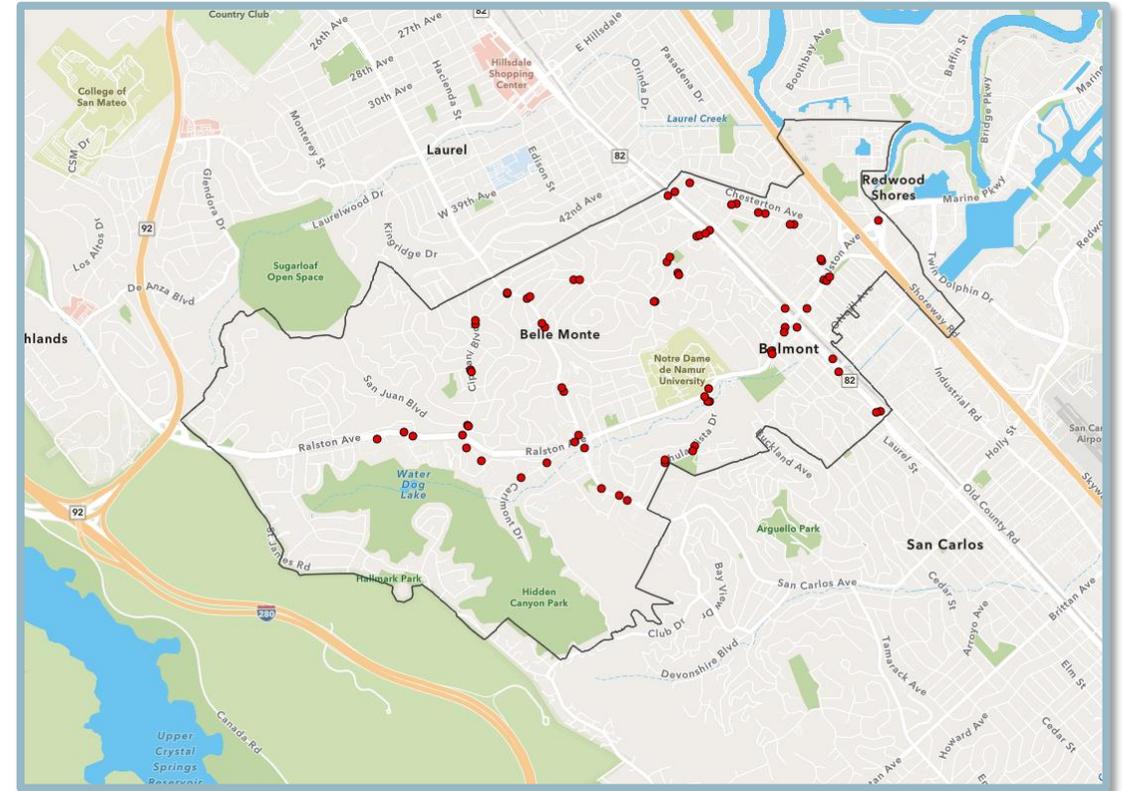
HAVE CROSSWALKS,
SIDEWALKS, AND CURB RAMPS

28%

ARE FAR-SIDE STOPS

69%

HAVE PARKING RESTRICTIONS



Foster City

MID COUNTY

81

TOTAL BUS STOPS

446

TOTAL DAILY RIDERSHIP

6

AVG. DAILY RIDERSHIP

11%

HAVE A PLACE TO SIT

7%

PROVIDE A SHELTER

54%

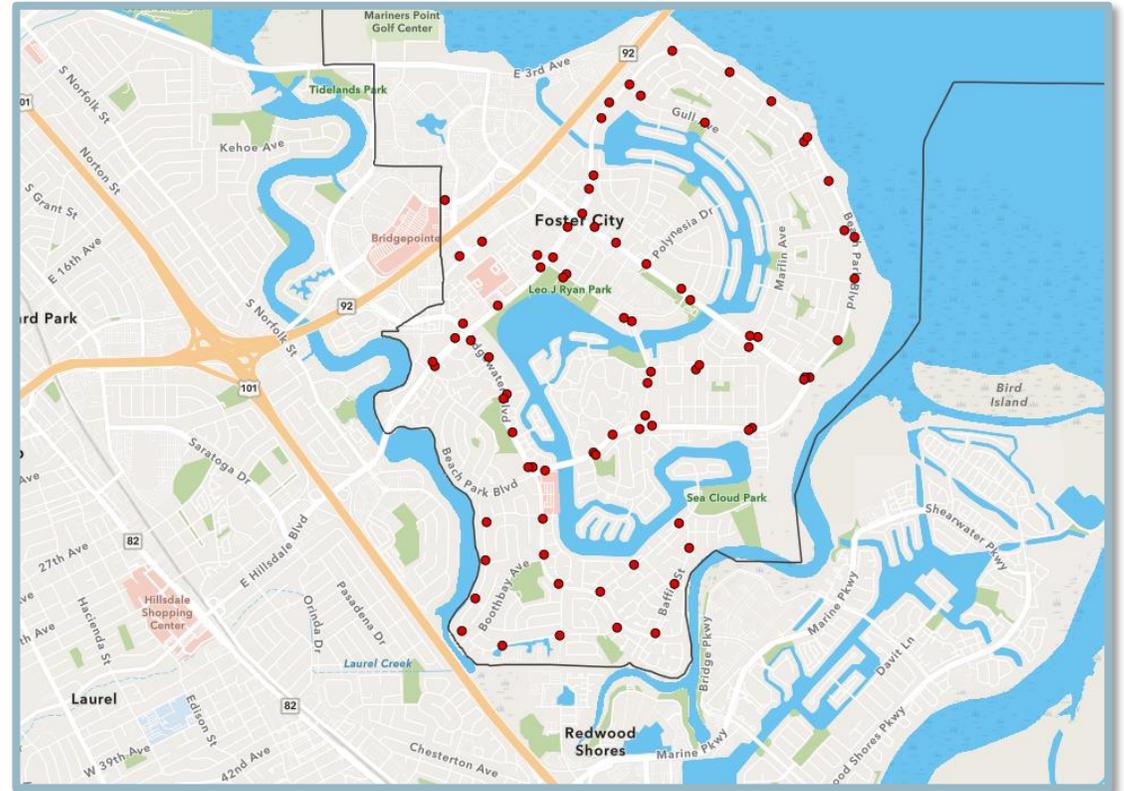
HAVE CROSSWALKS,
SIDEWALKS, AND CURB RAMPS

47%

ARE FAR-SIDE STOPS

73%

HAVE PARKING RESTRICTIONS



Redwood City

MID COUNTY

180

TOTAL BUS STOPS

4,159

TOTAL DAILY RIDERSHIP

23

AVG. DAILY RIDERSHIP

30%

HAVE A PLACE TO SIT

9%

PROVIDE A SHELTER

59%

HAVE CROSSWALKS,
SIDEWALKS, AND CURB RAMPS

57%

ARE FAR-SIDE STOPS

77%

HAVE PARKING RESTRICTIONS



San Carlos

MID COUNTY

64

TOTAL BUS STOPS

1,232

TOTAL DAILY RIDERSHIP

19

AVG. DAILY RIDERSHIP

20%

HAVE A PLACE TO SIT

5%

PROVIDE A SHELTER

48%

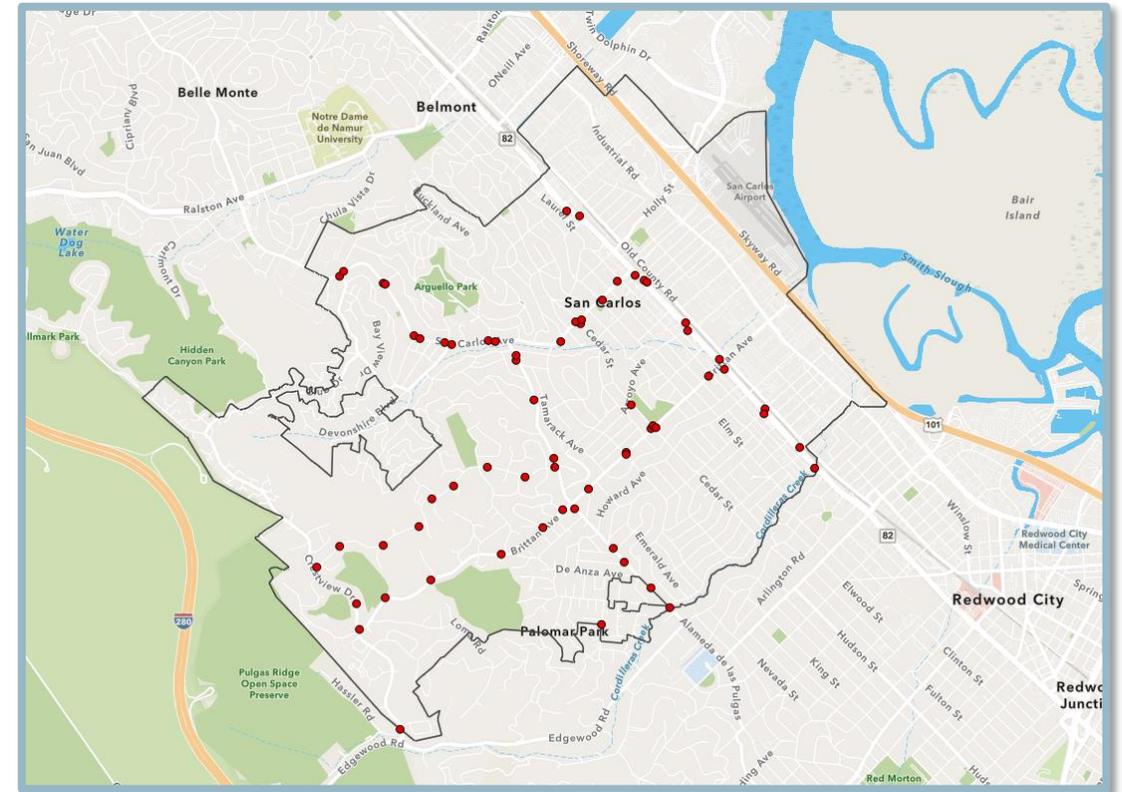
HAVE CROSSWALKS,
SIDEWALKS, AND CURB RAMPS

58%

ARE FAR-SIDE STOPS

53%

HAVE PARKING RESTRICTIONS



San Mateo

MID COUNTY

191

TOTAL BUS STOPS

7,171

TOTAL DAILY RIDERSHIP

38

AVG. DAILY RIDERSHIP

32%

HAVE A PLACE TO SIT

15%

PROVIDE A SHELTER

70%

HAVE CROSSWALKS,
SIDEWALKS, AND CURB RAMPS

55%

ARE FAR-SIDE STOPS

73%

HAVE PARKING RESTRICTIONS



Half Moon Bay

COASTSIDE

39

TOTAL BUS STOPS

541

TOTAL DAILY RIDERSHIP

14

AVG. DAILY RIDERSHIP

18%

HAVE A PLACE TO SIT

10%

PROVIDE A SHELTER

28%

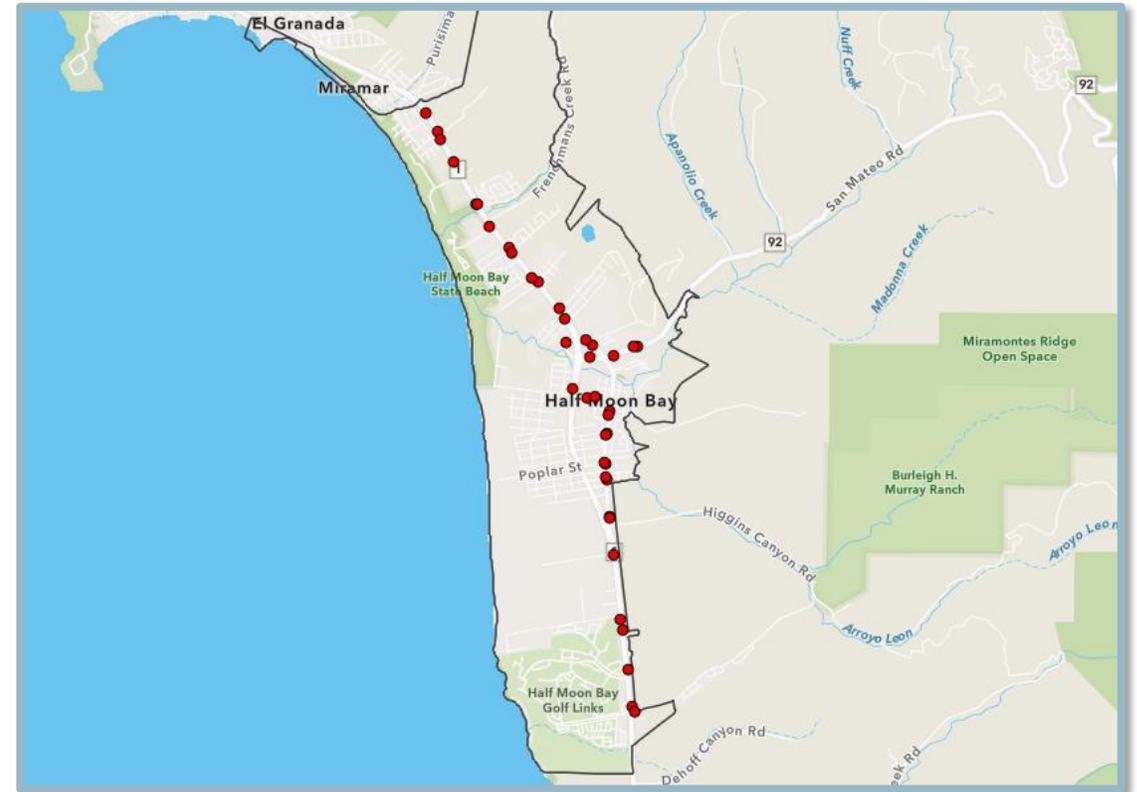
HAVE CROSSWALKS,
SIDEWALKS, AND CURB RAMPS

49%

ARE FAR-SIDE STOPS

90%

HAVE PARKING RESTRICTIONS



Pacifica

COASTSIDE

117

TOTAL BUS STOPS

1,933

TOTAL DAILY RIDERSHIP

17

AVG. DAILY RIDERSHIP

12%

HAVE A PLACE TO SIT

9%

PROVIDE A SHELTER

43%

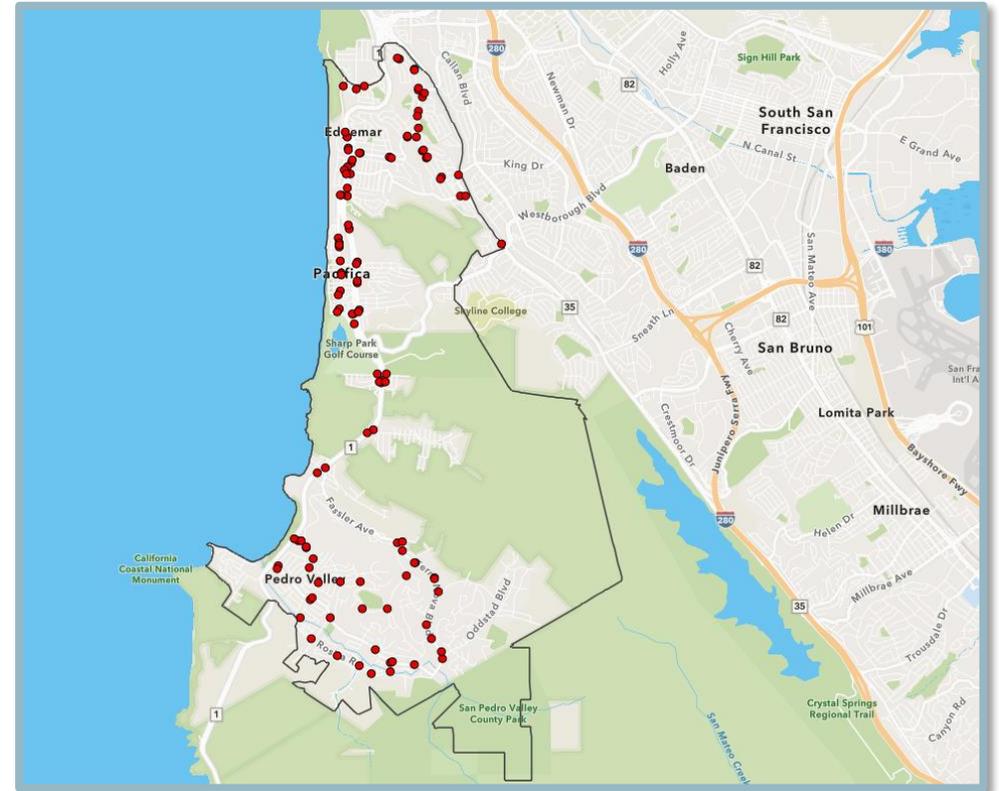
HAVE CROSSWALKS,
SIDEWALKS, AND CURB RAMPS

41%

ARE FAR-SIDE STOPS

60%

HAVE PARKING RESTRICTIONS



Unincorporated San Mateo County

Including BAYWOOD PARK, BROADMOOR, EL GRANADA, HIGHLANDS, LADERA, MOSS BEACH, MONTARA, NORTH FAIR OAKS, & WEST MENLO PARK

173

TOTAL BUS STOPS

4,121

TOTAL DAILY RIDERSHIP

24

AVG. DAILY RIDERSHIP

18%

HAVE A PLACE TO SIT

10%

PROVIDE A SHELTER

20%

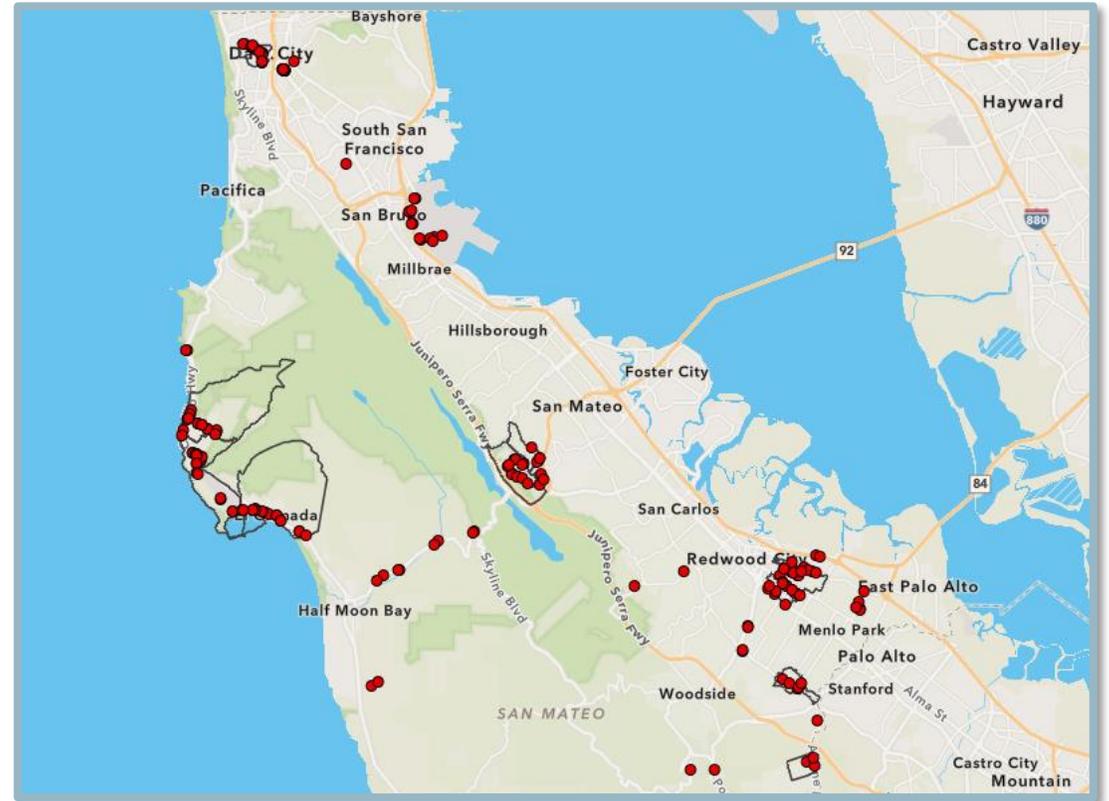
HAVE CROSSWALKS, SIDEWALKS, AND CURB RAMPS

38%

ARE FAR-SIDE STOPS

54%

HAVE PARKING RESTRICTIONS



- 1
- 2
- 3
- 4

Existing Implementation Process

SamTrans Process

P R I O R I T I Z A T I O N

Responsive to community and stakeholder input and in coordination with development opportunities.

S E L E C T I N G A M E N I T I E S

General criteria and guidance provided by Title VI policy, internal guidelines, and standard operating procedures.

F U N D I N G

Varied, typically involves sales tax revenue, grant funding, and development projects.

D E P A R T M E N T R O L E S

Facilities: installation and maintenance.

Planning: placement and service.

Community & Government Affairs and Customer Service: receive, route, and address external requests.

Menti Poll

Please go to menti.com

CODE: 4502 5889

- 1
- 2
- 3
- 4

Break-out Session

Discussion Questions

1

WHAT IS YOUR/YOUR CITIES' ROLE WHEN WORKING WITH SAMTRANS ON BUS STOP IMPROVEMENTS?

2

WHAT HAS BEEN YOUR EXPERIENCE WORKING WITH SAMTRANS ON BUS STOP IMPROVEMENTS?

3

WHAT COULD SAMTRANS DO DIFFERENTLY WHEN ENGAGING WITH LOCAL PARTNERS ON BUS STOP IMPROVEMENTS?

Next Steps

TECHNICAL TASKS

- Wrap up existing conditions and peer agency interviews
- Identify bus stop typologies and update design guidelines

ENGAGEMENT

- Outreach roadshow
- Rider engagement in the Spring

ASKS OF THE PAWG

- Provide copies of your guiding documents
- Submit one "implementation" request by 1/31/22

Thank you!

Daniel Shockley | ShockleyD@samtrans.com

Natalie Chyba | n.Chyba@fehrandpeers.com

Public Agency Working Group Round #2

SamTrans BSIP Public Agency Working Group – Round 2 (Session 1)

8/17/2023

3:00 PM – 5:00 PM

Meeting Notes

- Welcome & Introductions *10 minutes*
- Project refresher & progress update *15 minutes*
 - *Clarification was given that maintenance requests for Outfront shelters can still be routed through SamTrans.*
- Bus Stop Design Guidelines Overview *80 minutes*
 - Recap on comments heard from PAWG and Guideline's response.
 - Walkthrough of each chapter – including key content included:
 - Comments/Questions:
 - A question was posed if real-time arrival information should be considered at Standard stops, as it is useful to know when a bus is coming scheduled less regularly/often.
 - *SamTrans highlighted that the amenity guidance presented are minimum recommended, and that there will be a role of expanding technologies to reduce costs in expanding real-time information to more stops.*
 - A question was asked about if survey respondents mentioned anything about phone numbers or a QR code for real-time information.
 - *While survey respondents did not directly bring up using phone numbers at stops, issues can include language barriers and riders without phones/smartphones. It is SamTrans's stance that its easier to have real-time information available directly at the stop.*
 - A question was asked if transit signal priority (TSP) is under consideration within the guidelines.

LOCATION:

Microsoft Teams

ATTENDEES:

SamTrans

Daniel Shockley
Millie Tolleson
Michaela Petrik
Justin Horng
Amelia Timbers

Fehr & Peers

Natalie Chyba
Andy Meger

Chris Abeel (AC Transit)
Samah Itani (AC Transit)
Alyssa Hurtado (AC Transit)
Kathryn Vo (AC Transit)
Anwarbeg Mirza (Belmont)
Karen Kinsler (Brisbane)
Tomas Santoyo (Brisbane)
Michelle Huang (East Palo Alto)
Elena Lee (East Palo Alto)
Batool Zaro (East Palo Alto)
Marlene Subhashini (Foster City)
Austin Walsh (Foster City)
Angelica Gonzalez (Millbrae)
Roscoe Mata (Millbrae)
Andrew Mogensen (Millbrae)
Christian Murdock (Pacifica)
Shrupath Patel (Palo Alto)
Richie Hae Won (San Bruno)
Michael Laughlin (San Bruno)
Harry Yip (San Bruno)
Matthew Lee (SFMTA)
Seth Morgan (SFO Airport)
Teresa Whinery (SFO Airport)
Sue-Ellen Atkinson (City of San Mateo)
Tim Cheng (County of San Mateo)
Matt Petrofsky (County of San Mateo)
Theresa Vallez-Kelly (County of San Mateo)
Christina Fernandez (South San Francisco)
Marissa Garren (South San Francisco)
Nikki Diaz (VTA)
Charlsie Chang
Tim Cheng
Roland Yip

- *It was clarified that TSP will not be in the guidelines or part of the final plan. However, new guidance such as stop relocation can help existing and future plans (such as TSP on El Camino Real) become more successful.*
- A question was asked about what would happen if driveways or other roadway issues conflict with moving a stop to the far-side of an intersection.
 - *SamTrans explained that while the far-side stop position is preferred starting point, different constraints may facilitate the need for a near-side stop and SamTrans planning staff can help with specific stop-level issues.*
- Amenity Guidance Menti Poll
 - *See attached for results.*
- Bus Stop Guidelines Menti Poll
 - *See attached for results.*
- What elements of bus stop design are you left wondering about? (Menti Poll)
 - *See attached for results. Notes on specific conversation topics below.*
 - *Note that guidelines show ideal SamTrans preference, it is still best to contact SamTrans for specific stop issues related to roadway geometry, traffic impacts, etc.*
 - *Currently, amenity design specifications are not detailed enough in scope to include considerations for unhoused residents using shelters/benches. This topic can be revisited when those designs become more finalized.*
 - *Bus pads are recommended at any feasible stop in order to reduce roadway wear and tear.*
 - *Conducting a pilot study of bus bulbs/in-lane stops such as the one currently deployed at ECR stops in SSF can help identify traffic bottlenecks and if a stop will degrade traffic flow before permanent installation.*

Next Steps 15 minutes

- Bus stop improvement prioritization
- Bus stop improvement implementation

Name, Role, Agency

8 Responses

Nikki Diaz, Transportation Planner at VTA

Chris Abeel, Service Planning Intern, AC Transit

Harry Yip, Senior Civil Engineer at City of San Bruno

Matt Petrofsky, Sustainability Specialist, County of San Mateo

Austin Walsh, Communications Manager, Foster City

Christian Murdock, Planning Director, City of Pacifica

Tim Cheng, Associate Traffic Engineer, County of San Mateo

Marlene Subhashini, Assistant City Manager, Foster City

What amenity guidance are you most excited about?



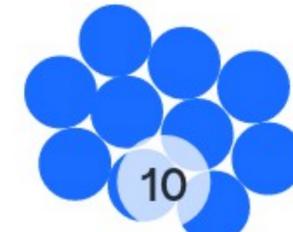
Amenities by bus stop category

0

Clarification on accessibility requirements



Bus stop layouts



Design specifications

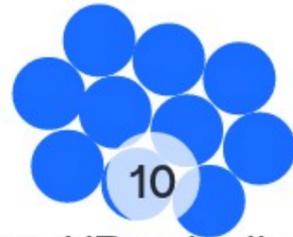
What design guidance are you most excited about?



Bus stop location (e.g., far-side)



Bus stop placement (e.g., in-lane)



Bus boarding island/Bus bulb design guidance



Bus stop length

Are there elements of bus stop design that you are left wondering about?

13 Responses

Funding

Design and amenities estimated costs

Potential funding sources to help improve bus stops if a local agency wants to undertake the project.

Funding

Do you anticipate a budget large enough to meet project needs

roadway lane variations

Maintenance

Have you engaged with local law enforcement agencies who deal with the unhoused at the bus shelters?

Where bus pads are recommended

Are there elements of bus stop design that you are left wondering about?

13 Responses

General concern about bus bulb outs and impact on traffic on El Camino Real by effectively removing a travel lane when bus is stopped.

What does timeline look like for proposed improvements?

Can bus stops like the one that is being demonstrated in SSF on El Camino, be implemented in other cities permanently or would Caltrans need to be involved?

lighting? signage strategies for shared stops? trash receptacles and maintenance of same? (our agency uses some samtrans stops for our own buses)

SamTrans BSIP Public Agency Working Group – Round 2 (Session 2)

8/22/2023

3:00 PM – 5:00 PM

Meeting Notes

- Welcome & Introductions *10 minutes*
- Project refresher & progress update *15 minutes*
 - There was a question about getting advertising access on stops for upcoming transportation studies.
 - *SamTrans is revamping the bus stop ad process and has a goal of reopening ad spot reservations in early 2024.*
 - There was a question about maintenance frequency of stop amenities.
 - *This is established in contract with Outfront Media. Currently stops are cleaned and trash empty weekly, pressure-washed monthly, and all can be done on request as needed.*
- Bus Stop Design Guidelines Overview *80 minutes*
 - Recap on comments heard from PAWG and Guideline's response.
 - Walkthrough of each chapter – including key content included:
 - Comments/Questions:
 - A question was posed about whether ridership should drive amenities, or if a lack of amenities might suppress ridership.
 - *SamTrans clarified that bus stop categories determine amenity placement, and therefore amenity allocations are based on bus schedules, not ridership.*
 - A question regarding if there was an expectation from the guidelines that existing stops will be relocated to far-side within reason.

LOCATION:

Microsoft Teams

ATTENDEES:

SamTrans

Daniel Shockley
Millie Tolleson
Michaela Petrik
Justin Horng
Asiya Patel

Fehr & Peers

Natalie Chyba
Andy Meger

Peter Brown (Belmont)
Tracy Scramaglia (Belmont)
Andrew Wong (Burlingame)
Brad Donohue (Colma)
Abdulkader Hashem (Colma)
Claire Smith (Colma)
Richard Fontela (Commute.org)
Shirley Chan (Daly City)
Richard Chiu Jr. (Daly City)
Tatum Mothershead (Daly City)
Samuel Treanor (Half Moon Bay)
Sam Bautista (Millbrae)
Matthew Lee (San Bruno)
Jessica Garcia (SFMTA)
Sandra Padilla (SFMTA)
Manito Velasco (SFMTA)
Natalie Hoffmeister (SFO Airport)
Erik Zhen (San Jose)
Vanessa Castero (County of San Mateo)
Bharat Singh (County of San Mateo)
Chanda Singh (County of San Mateo)
Joel Slavitt (County of San Mateo)
Jessica Stanfill Mullin (County of San Mateo)
Susy Kalkin (C/CAG San Mateo)
Audrey Shiramizu (C/CAG San Mateo)
Kim Wever (C/CAG San Mateo)
Chris Espiritu (South San Francisco)
Eunejune Kim (South San Francisco)
Matthew Ruble (South San Francisco)
Tony Divito (Stanford Marguerite)
Charlsie Chang
Max Mendenhall

- *The guidelines are a policy document dictating best practice and SamTrans preference. They can direct future planning and projects, for far-side stops this can be incorporated in the ongoing ECR stop consolidation and relocation work and future corridors and development.*
- A question was posed if it makes sense for real-time information to be included at frequent stops where there are more regular bus arrivals, and not standard stops, where wait times must be longer. It was also asked if SamTrans still has a call-in number and would consider QR codes.
 - *SamTrans clarified that traditional real-time information is very expensive, so roll-out is limited and basically all frequent stops lack real-time information. The agency is considering various technologies such as solar-powered/lightweight and therefore lower costs.*
 - *In the interim, SamTrans does have a call-in number as well as upgrades to GPS tracking data through GTFS, and a service map/schedule is to be provided at all frequent & standard stops.*
- A question was asked if SamTrans could consider different stop location and amenity breakdown for rapid stops.
 - *Future rapid service could have its own category and special rules for branding, etc.*
 - *No matter the service type, certain best practices are expected to be maintained within the guidelines. Far-side stops have better pedestrian safety and reduce conflicts with right turning vehicles for instance.*
- Amenity Guidance Menti Poll
 - *See attached for results. Notes on specific conversation topics below.*
 - *Amenities by category are important to provide baselines for what communities should expect.*
 - *Amenity designs will incorporate the local context including roadway constraints while also being effective shielding riders from the elements.*
- Bus Stop Guidelines Menti Poll
 - *See attached for results.*
- What elements of bus stop design are you left wondering about? (Menti Poll)
 - *See attached for results. Notes on specific conversation topics below.*
 - *These guidelines are particularly focused for improving the experience and safety for riders at the bus stop, not on the bus itself.*

- *Geographic context guidance is provided in part through the stop categories. There will be some specific notes on rural stops because of more extraneous factors (lack of sidewalks, etc.)*
- *Will flag the cohesiveness of guidelines with local community standards, including general plans and coastal programs if applicable. SamTrans is moving forward with shelter concepts that they comply with these guidelines (advertisement, colors, etc.) and will look to guidance from cities. Important issues include color, level of lighting, transparency, and the general fit character of community.*
- *Bus shelters at transit centers will be included in the guidelines and be very similar to the frequent category with a full suite of amenities.*
- *Unhoused residents at shelters will be incorporated into the amenity design at a later stage.*
- *Security concerns with the design and placement of bus stops will be considered, including the mobility and visibility of riders and pedestrians in and around the shelter, lighting.*
- *Consider integration connections towards the CCAG TDM Policy Checklists for different amenity provisions within guidelines.*
- *The guidelines will lay out the approach to bus stop improvements and hope to streamline communication processes. Keep in touch with SamTrans staff to ask questions or have a conversation about any aspect of the guidelines pertaining to a specific stop.*

Next Steps 15 minutes

- Bus stop improvement prioritization
- Bus stop improvement implementation

Name, Role, Agency

16 Responses

Chanda Singh, Senior Transportation Planner, County of San Mateo

Claire Smith, Planner, Town of Colma

Sam Bautista, Director of Engineering & Public Works, City of Millbrae

Asiya Patel, Planning Analyst II, SamTrans

Shirley Chan, Sr. Civil Engineer, City of Daly City

Joel Slavitt, Senior Sustainability Specialist, County of San Mateo

Chris Espiritu, Senior Transportation Planner, City of South San Francisco

Vanessa Castro, Sustainability Specialist Active Transportation, County of San Mateo

Kim Wever, Transportation Program Specialist, C/CAG of San Mateo County

Name, Role, Agency

16 Responses

Natalie Hoffmeister, Traffic Engineer,
SFO

Matthew Ruble, Principal Engineer,
City of South San Francisco

Sam Treanor, CivicSpark Fellow, Half
Moon Bay

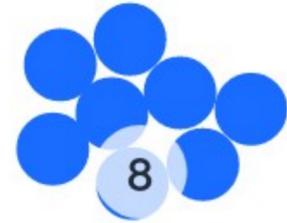
Peter Brown, Belmont DPW

Audrey Shiramizu, transportation
program specialist, C/CAG of San
Mateo County

Andrew Wong, Sr. Engineer, City of
Burlingame

Sandra Padilla, Service Planning &
Stop Signage Program, SFMTA

What amenity guidance are you most excited about?



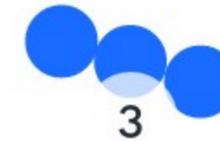
Amenities by bus stop category



Clarification on accessibility requirements



Bus stop layouts



Design specifications

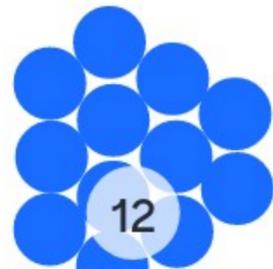
What design guidance are you most excited about?



Bus stop location (e.g., far-side)

0

Bus stop placement (e.g., in-lane)



Bus boarding island/Bus bulb design guidance

0

Bus stop length

Are there elements of bus stop design that you are left wondering about?

7 Responses

Safety for riders when on the bus

Geographic context guidance - Urban, Suburban, Rural

Ensuring cohesiveness of guidance for jurisdictions that have strong visual resources policies (like for coastside)

Bus shelters at transit centers.

Homeless issue is a sensitive topic. Has the shelter design looked at how to discourage sleeping within the shelters?

Recommended Practices that provides guidance on security concerns when considering the design and placement of bus stops

As we get involved with reinventing our roadways, can we request project assistance from SamTrans for bus stop design compliance and the various challenges with change.



Public Agency Working Group – Session 2

SAMTRANS BUS STOP IMPROVEMENT PLAN

Meeting Goal

Present an update on the project status. **Introduce** the draft guidelines and **identify** content that would benefit from further elaboration.



Agenda

- 1 PROJECT UPDATE
- 2 BUS STOP DESIGN GUIDELINES
- 3 NEXT STEPS

1

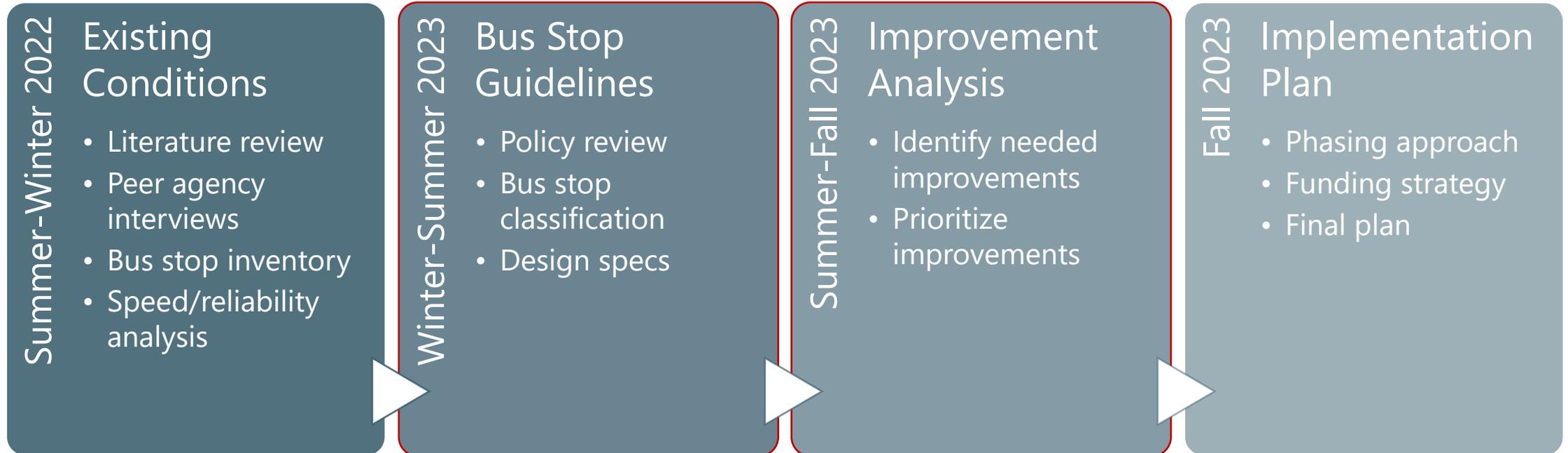
2

3

Project Update

Project Work Plan

scope of work & schedule



We are here

Project Complete:
Winter 2023-24

PAWG 1

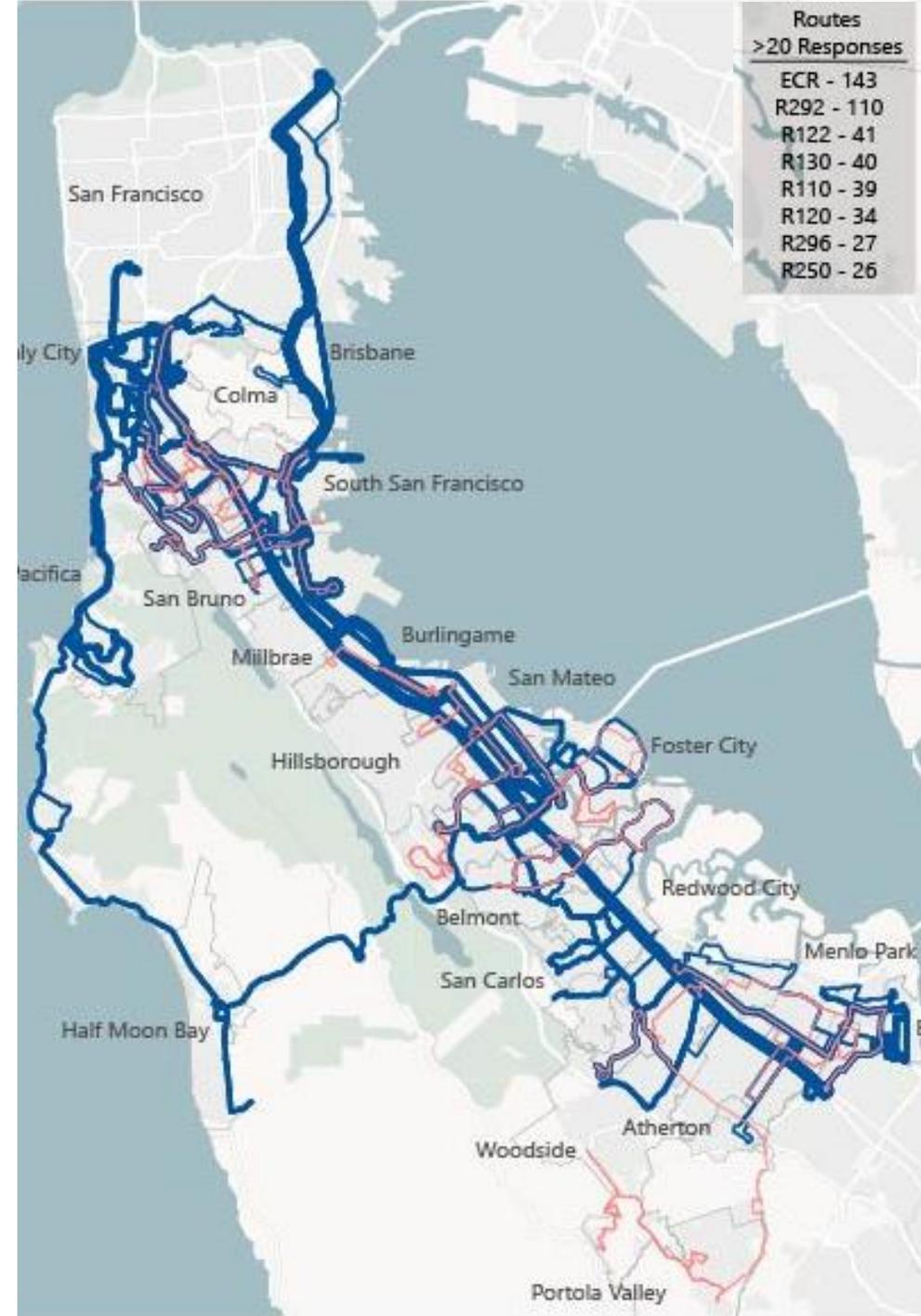
Recap

WHAT WE HEARD FROM YOU

- The principal issue voiced by participants was **uncertainty about SamTrans' processes and who to contact**
- Several participants shared **a lack of clarity around ownership and maintenance agreements** of stops.
- Participants requested that **SamTrans share bus stop data and associated recommendations.**
- Participants shared an interest in **clear design guidance over flexibility in design.**
- There were requests for **SamTrans to conduct more outreach to jurisdiction staff** when working within a local jurisdiction.
- Many participants expressed a **desire for more collaboration with SamTrans.**

Rider Online Survey

- Open **6 weeks** (3/20.23-4/30/23)
- **684 surveys** were completed
- Offered in **Simplified Chinese, Traditional Chinese, and Spanish**
- Promoted **online, on buses, at bus stops, and through SamTrans ambassadors.**
- Additional comments were solicited through **listening sessions** with riders.
- Survey respondents were:
 - 88% English speaking
 - 48% riding at least five days per week
 - 64% riding for 3 years or more
 - Day-time users
 - Diverse by gender, age and income



Rider Survey Findings

- Survey respondents are currently **least satisfied with** shelter, availability of service information and lighting
- The **top two requested amenities** were shelter and real-time arrival information
- Respondents would prefer shelters, real-time information, and seating at locations with **less frequent service** (which can mean longer wait times)
- Lighting is most important to riders **where there may not be lighting from nearby businesses or buildings**, and secondarily when there are long wait times

Rider Listening Sessions

- 31 in-depth, one-on-one discussions were held by phone with SamTrans riders, conducted in English, Spanish, Chinese and Tagalog with a focus on riders who are part of the following groups:
 - Off-peak riders
 - Parents/caretakers
 - Older adults, people with disabilities
 - Riders with limited English skills
- Participants rely on SamTrans' service as their **primary means of transportation**
- Participants said these are priority bus stops amenities:
 - Covered shelters
 - Seating
 - Lighting
 - Bus stop visibility by way of signage
 - Real-time information
- **Protection from direct sun, rain and wind** are highly important given the increase in extreme weather conditions occurring throughout the County
- **Real-time information** and **lighting** could improve feelings of safety and overall user experience, particularly at stops with less frequent evening service.

How We're Using the Feedback

Rider Input and
Priorities

SamTrans Vision for
Bus Stops

Bus Stop Categories
and Amenities

Implementation
Plan



RIDER FEEDBACK INCORPORATION

Riders emphasized the importance of shelter and seating, so our recommendations include a big expansion in those amenities.

On the other hand, trash receptacles are less important to riders, so that is not recommended as priority investment.

- 1
- 2
- 3

Draft Bus Stop Design Guidelines

Guidelines Outcomes



DESIGN GUIDELINES PROVIDE EASY-TO-USE GUIDANCE

for a variety of stakeholders including SamTrans staff, City staff, and development partners



UPDATE TO THE 2013 SAMTRANS GUIDANCE

including updated information on bus stop amenities, operational improvements, and complete streets design principles



ROOTED IN BEST PRACTICE AND INDUSTRY STANDARDS

gathered through interviews with peer agencies and a literature review

SamTrans Vision for Bus Stops (Draft)

- **Convenient:** Provide a bus stop environment that is convenient to use, featuring appropriate curb access and a sidewalk free from obstructions.
- **Information:** Provide service information at bus stops including schedules and the ability to access real time arrival data.
- **Comfort:** Provide shelter and a place to sit at all-day stops.



Draft Process for Requesting Changes to Bus Stops

Provide to SamTrans:



Existing Stop

Existing bus stop location and ID number (if applicable).



Proposed Stop

Proposed new stop location, including GPS coordinates (preferred) or cross streets and photos (if applicable).



Modification

Description of the proposed improvement and rationale for the change.

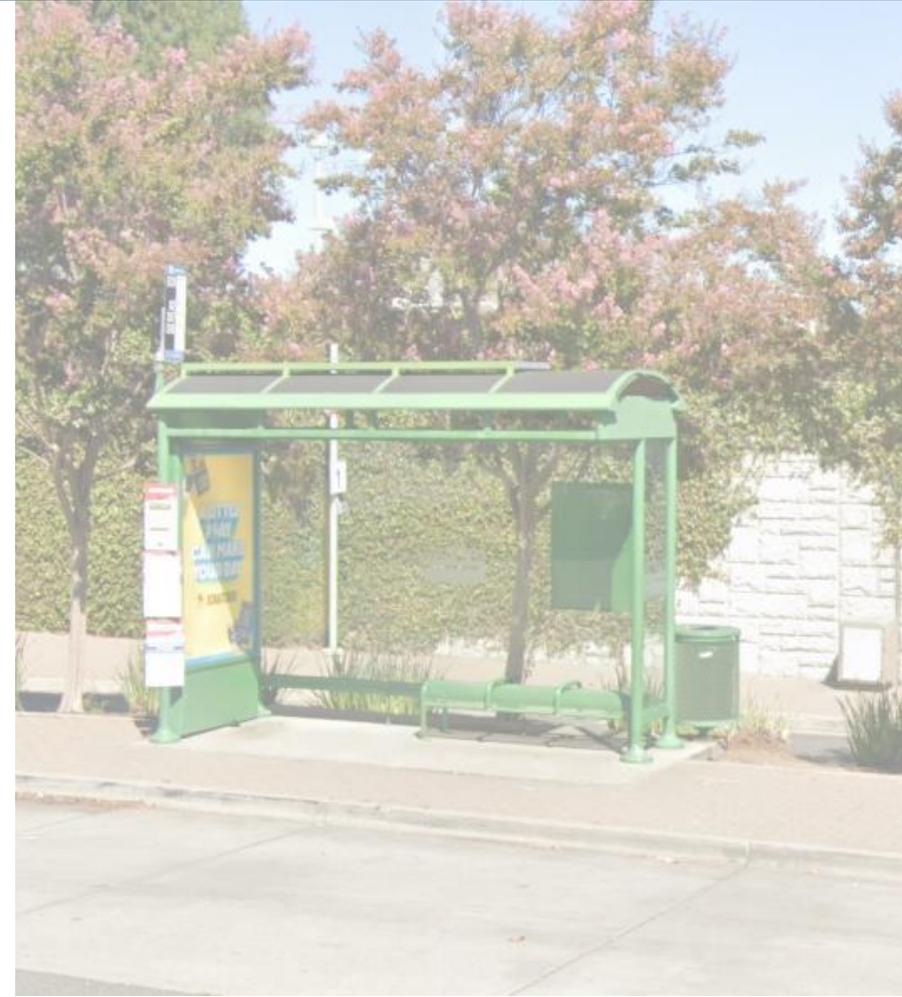


Contact

Requestor's contact information.

Understanding Existing Amenity Ownership & Maintenance

- **Green shelters** – Outfront Media owns and maintains (empty trash, repairs, etc.).
- **Brown shelters** – SamTrans owns and maintains; maintenance performed by a third party.
- **Other shelters** – Varies. Typically owned and maintained by local jurisdiction or neighboring land use.
- **Sidewalk, bus pad, signals, lighting (outside of shelter)** – Owned and maintained by local jurisdiction, County, or Caltrans



Questions?



2.1

2.2

2.3

2.4

Draft Bus Stop Categories



Draft Bus Stop Categories

Category	Service-Based Definition	Typical SamTrans Service	Est. % of Stops
Frequent	Stops served by a bus at least four times an hour, for at least 12 hours per weekday	ECR , 120, 130, and 296 plus bus stops that serve multiple local routes	20%
Standard	Stops served by a bus 1-3 times per hour, for at least 12 hours per weekday	Most three-digit routes (100s, 200s)	45%
School-oriented/Other	Stops only served by school-oriented routes. A bus may come as infrequently as once per day	School-oriented routes (two-digit routes), rush hour-only routes (FCX)	35%

- Bus stops grouped based on the amount of SamTrans service
- Categories are used to standardize amenities and streamline the bus stop improvement process
- Online dashboard to quickly find bus stop category

2.1

2.2

2.3

2.4

Draft Bus Stop Amenities



Draft Bus Stop Amenities

MINIMUM AMENITIES BY CATEGORY

CATEGORY	Frequent	Standard	School-oriented/Other
Standard Pole & Sign	✓	✓	✓
Shelter*	✓		
Bench		✓ (or shelter)	
Alternative Shade Structure		✓ (or shelter)	
Lighting	✓	✓	
Service map & schedule	✓	✓	
Real-time arrival information	✓		
Bus bulb or bus boarding island**	✓		

*Standard shelters include seating

**Subject to engineering feasibility

Accessibility Requirements

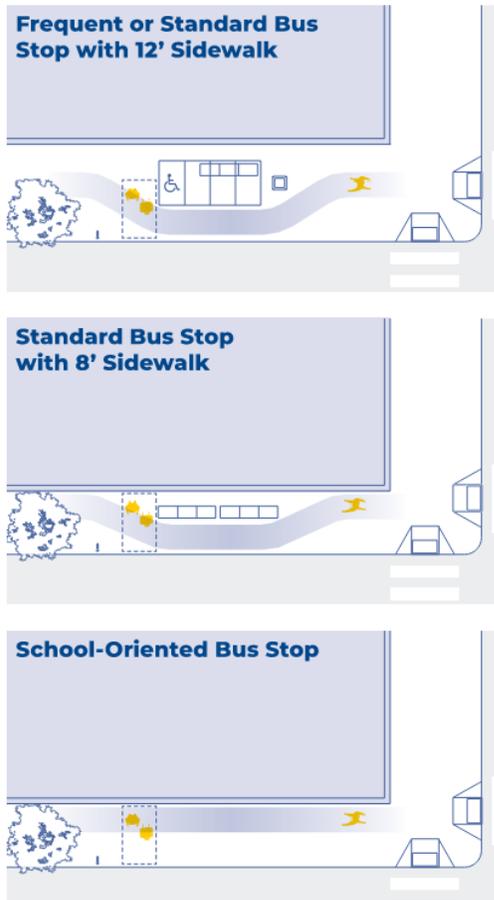
SamTrans is **recommending following state guidance (Caltrans Design Information Bulletin 82)**, as they are most conservative.

Sidewalk dimensions	ADA Standards ¹ (Federal)	Caltrans DIB 82 (State)
Min. clear width	36"	48"
Min. clear width at pinch points ²	32"	32"
Max. cross slope	1:48	2%
Min. Bus boarding/alighting area (Passenger landing pad)	96" deep x 60" wide	96" deep x 60" wide

Notes:

1. The Public Rights-of-Way Accessibility Guidelines (PROWAG) is a proposed update to Federal accessibility standards anticipated to become law in 2023/2024. Section R308 of the requirements provides information on transit stops and shelter design. Pending adoption of PROWAG, SamTrans will update these guidelines accordingly.
2. The clear width shall be permitted to be reduced to 32 inches minimum for a length of 24 inches maximum provided that reduced width segments are separated by segments that are 48 inches long minimum and 36 inches wide minimum. (Title 24 11B-403.5.1 Exception #1 and 2010 ADA Standards 403.5.1 Exception)

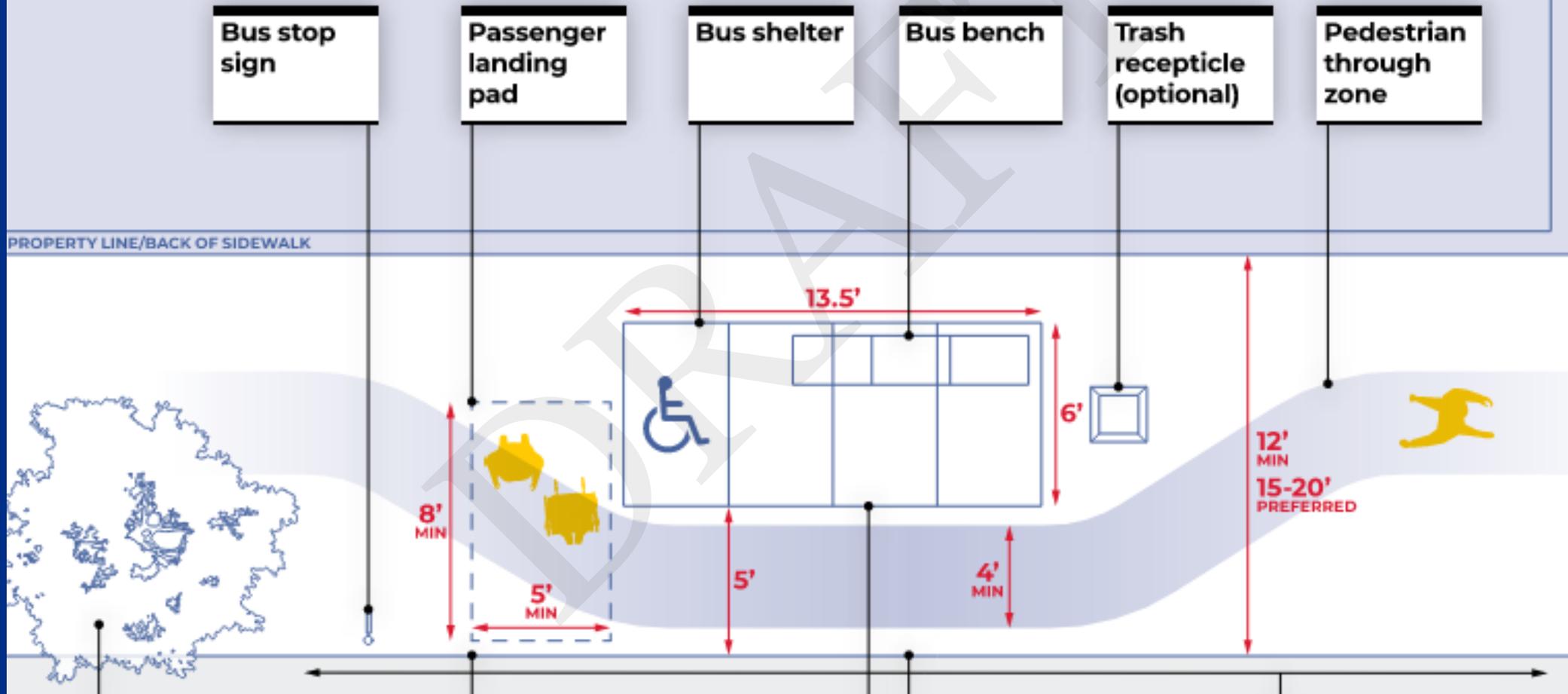
Draft Bus Stop Layouts



Bus stop layouts determine:

- ✓ Amenity orientation and placement
- ✓ Tree well considerations
- ✓ Red curb
- ✓ Passenger landing pad placement
- ✓ Bus bulb or boarding island configuration

Frequent or Standard Bus Stop with 12' or Wider Sidewalk



Sample
Bus Stop
Layout

MENTI POLL

BUS STOP AMENITIES

Please go to [menti.com](https://www.menti.com)

CODE: **6379 9148**

2.1

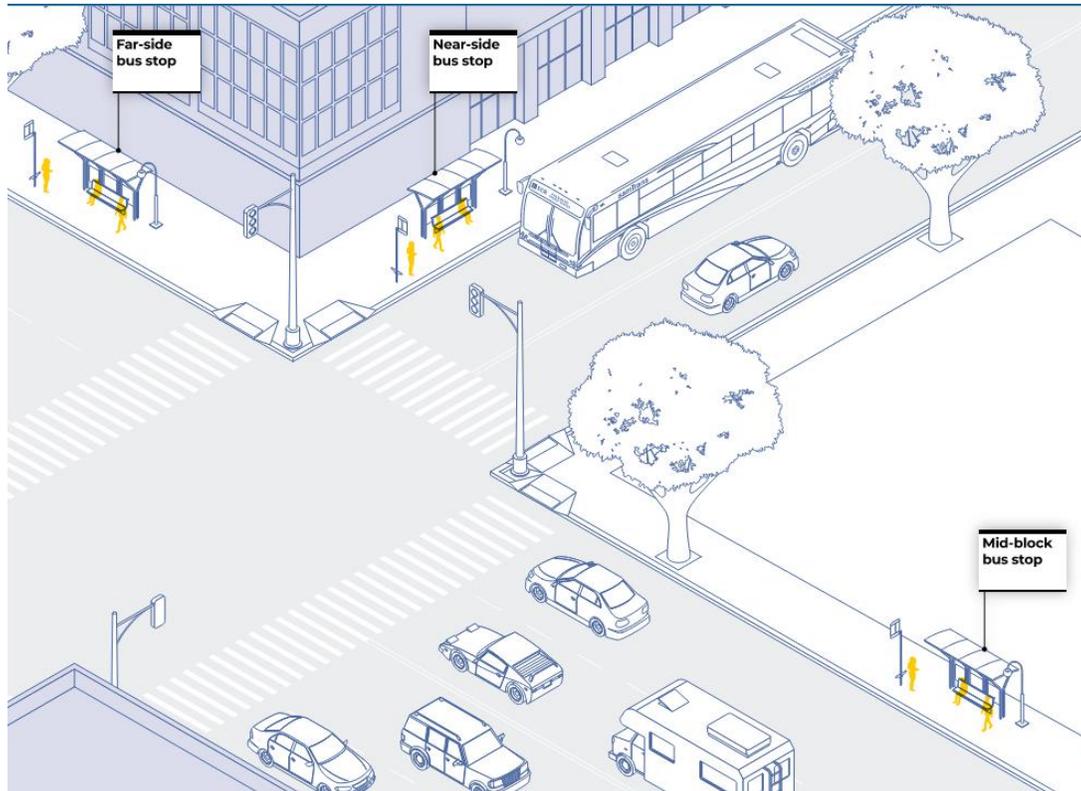
2.2

2.3

2.4

Draft Bus Stop Location & Position Guidance

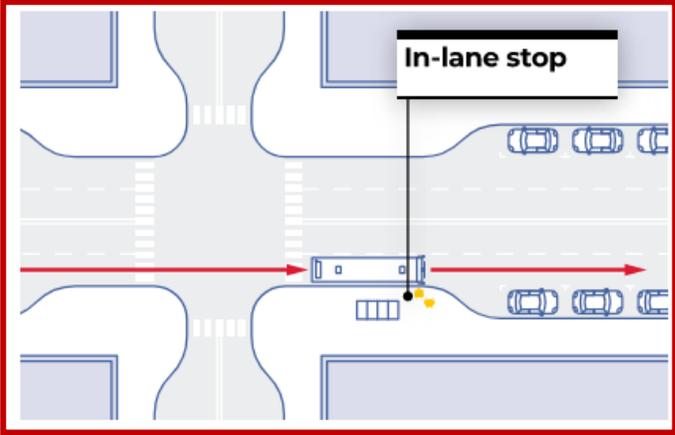
Bus Stop Location Guidance



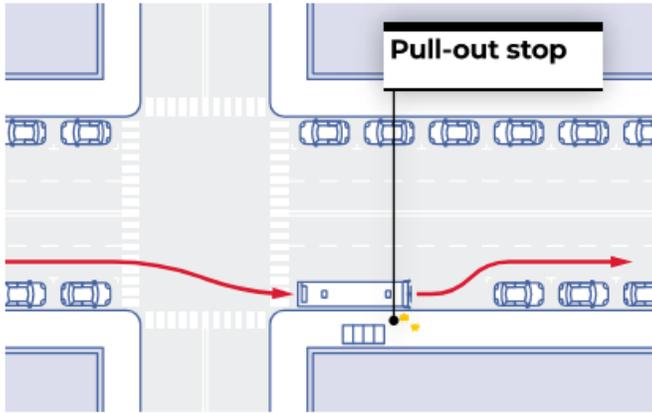
SamTrans recommends **far-side stops** except under certain circumstances as far-side stops:

- ✓ Improved transit speed & reliability
- ✓ Improved pedestrian visibility
- ✓ Reduces conflicts with right-turning vehicles

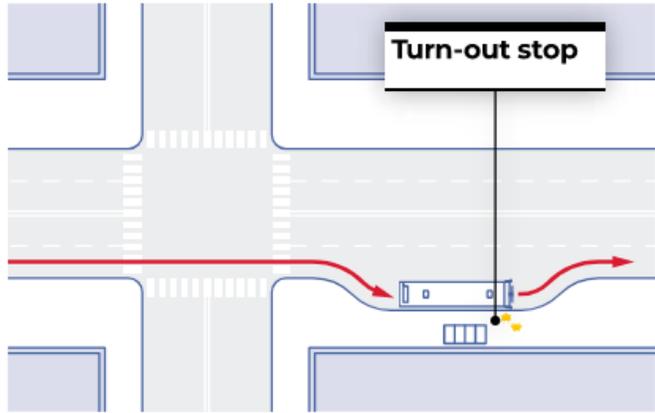
Bus Stop Position Guidance




Preferred




Typical

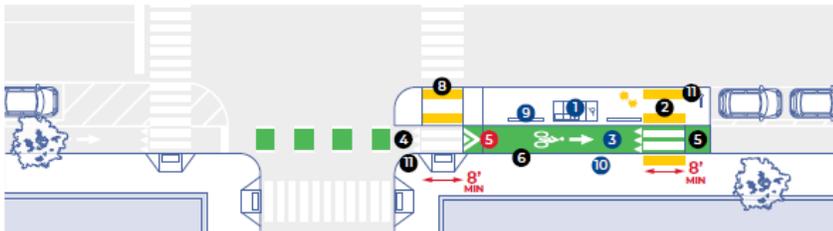


Draft In-Lane Stops Guidance

Bikeway with On-Street Parking



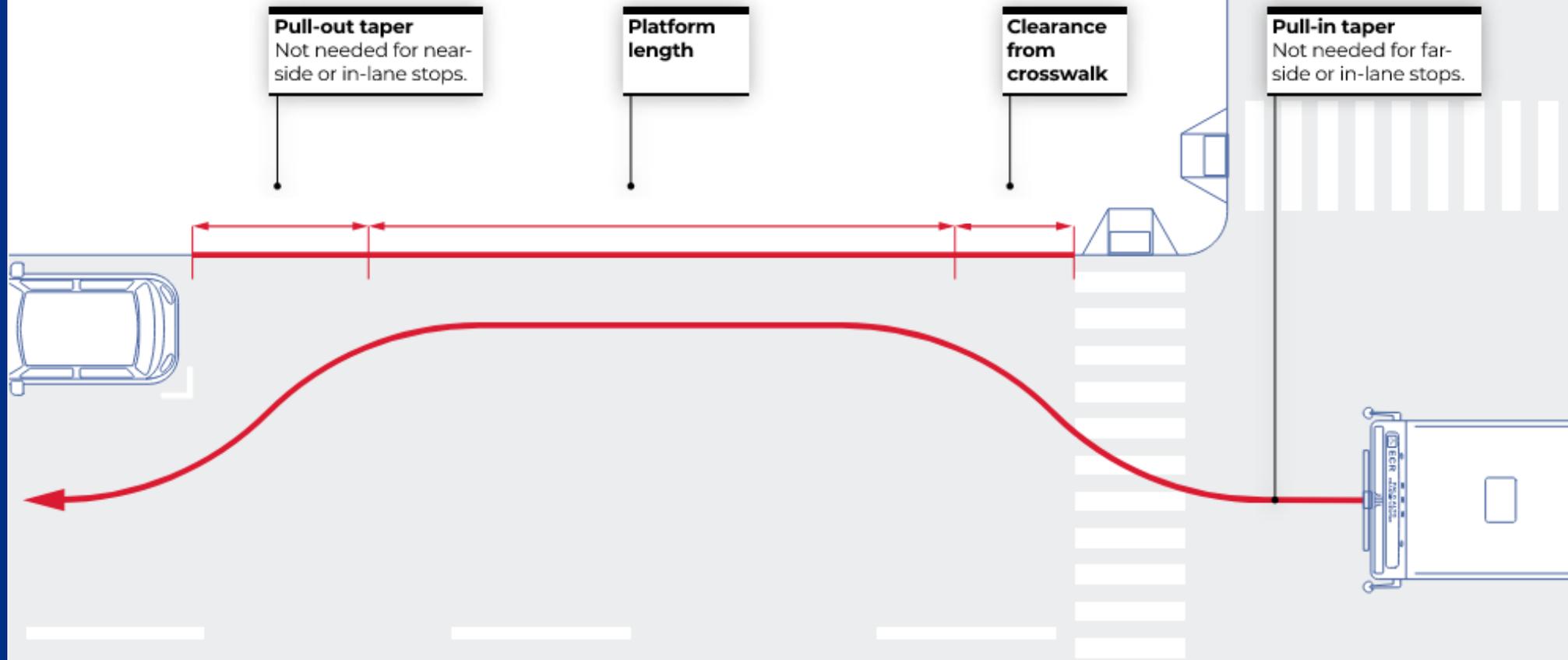
Bikeway between Curb and On-Street Parking Lane



Bus Bulb and Bus Boarding Island Guidance based on:

- ✓ Roadway speed (≤ 35 MPH for in-lane stops)
- ✓ Downstream intersection and crosswalk visibility
- ✓ Roadway width (24' from curb to outer edge of travel lane preferred)
- ✓ Intersection control (for near-side in-lane stops)
- ✓ Number of through lanes
- ✓ Existing or planned bicycle facilities

Components of Bus Stop Length



Bus Stop
Length

Other Operational Factors

DEMARCATING STOPS

- ✓ Painted red curb and clear no-parking signage
- ✓ School-oriented stops may be marked as a **time-restricted loading zone** with a **white curb**

BUS PADS

- ✓ Minimum dimensions: 10'x80'

STOPPING DISTANCE

Design Speed (mph)	Stopping Sight Distance (ft)
20	125
25	150
30	200
35	250
40	300
45	360
50	430
55	500

Source: Caltrans Highway Design Manual, Chapter 400

MENTI POLL

RIDER AMENITIES

Please go to menti.com

CODE: 6379 9148

2.1

2.2

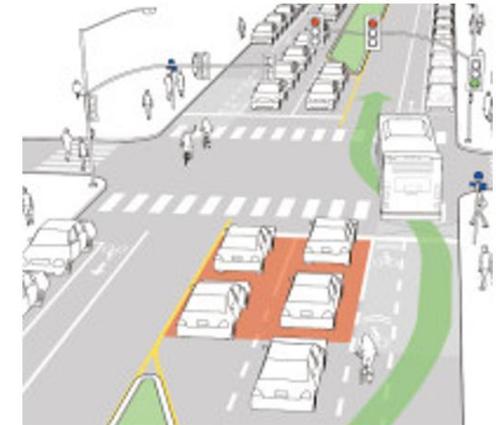
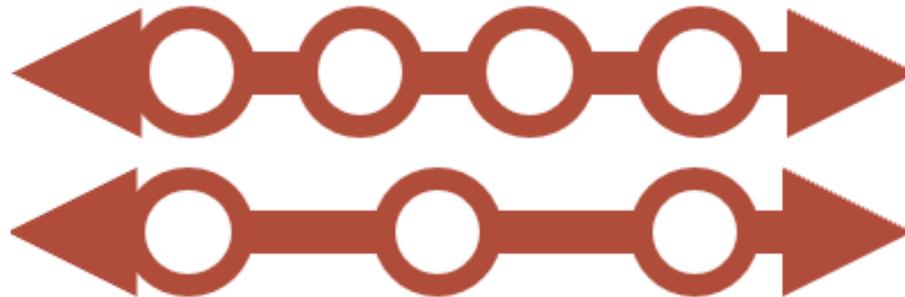
2.3

2.4

Draft Ped & Bike Access



Benefits, Co-Benefits, and Trade-Offs



Infrastructure improvements such as **curb extensions at bus stops (bus bulbs, etc.)**, **stop optimization**, and **transit signal priority** can have benefits, co-benefits, and trade-offs on factors such as:

- ✓ Transit speed and reliability
- ✓ Pedestrian safety and access
- ✓ Bike safety and access

MENTI POLL

RIDER AMENITIES

Please go to menti.com

CODE: 6379 9148

1

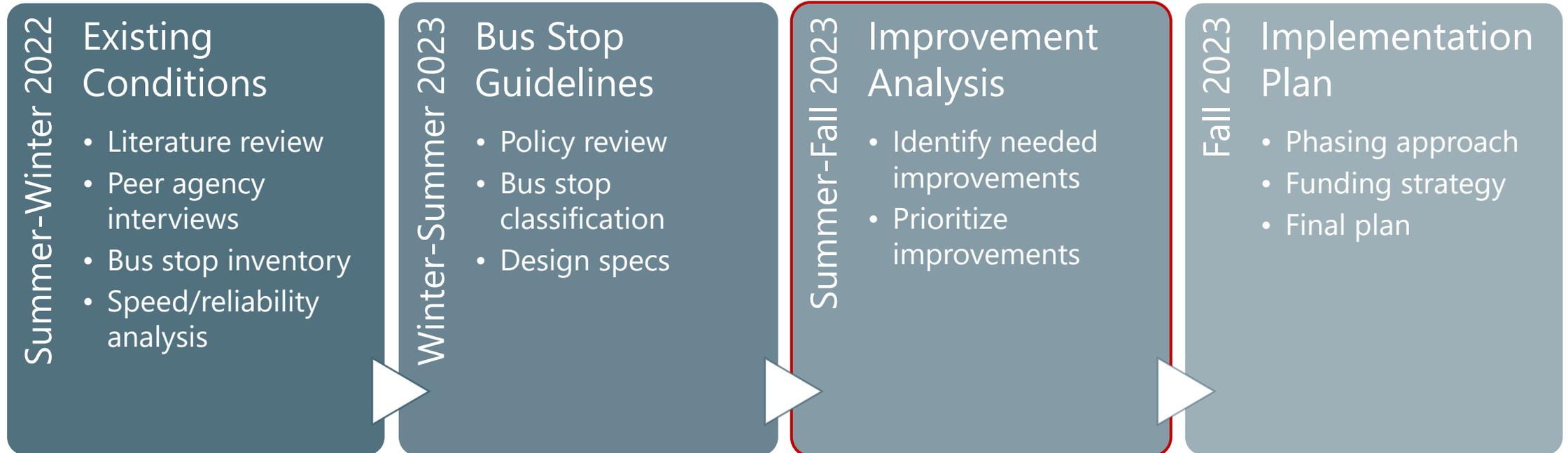
2

3

Next Steps

Project Work Plan

SCOPE OF WORK & SCHEDULE



Project Complete:
Winter 2023-24

Upcoming Meetings and Milestones

✓ Summer/Fall 2023

✓ **Public Agency Working Group #2**

- ✓ Overview and Comment on revised Guidelines

✓ Late 2023

✓ **Public Agency Working Group #3**

- ✓ Overview and comment on improvement analysis and prioritization

✓ **SamTrans Board – Informational**

- ✓ Overview of Guidelines, improvement analysis, and improvement plan

✓ Early 2024

✓ **SamTrans Board – Action**

- ✓ Seek Board approval of final Bus Stop Improvement Plan

Thank You

QUESTIONS/FEEDBACK?

Public Agency Working Group Round #3

SamTrans BSIP Public Agency Working Group – Round 3

February 8, 2024
3pm-5pm

Agenda

- Welcome & Introductions *10 minutes*
- Project refresher & progress update *15 minutes*
- Prioritization Approach Overview and Discussion *30 minutes*
 - Defining prioritization factors
 - Overview of near-term stops
- Implementation Strategy Overview and Discussion *30 minutes*
 - Three-Year Capital Improvement Plan (CIP) to fund improvements at 220+ stops
 - Partnership opportunities
 - Mid and long-term implementation
- Next Steps *15 minutes*
 - Streetscape survey
 - SamTrans Board of Directors
 - BSIP Implementation

Meeting Summary

- *Lisa Porras asked if there are specific maps/list of stops. The team added that there are and will be circulated in the coming weeks.*
- *Lisa Porras mentioned the ongoing San Carlos Downtown Streetscape Plan and opportunities for coordination with BSIP*
- *General temperature check: Permitting (3.3), Design (2.9), Construction (2.3), Funding (1.7)*
- *Middle of the road in terms of interest in city implementation of mid and long-term improvements (2.6/5)*
 - *City Council budget allocation matters, but San Carlos is interested.*
 - *Understanding things that address specific community needs is important.*

LOCATION:

Microsoft Teams

ATTENDEES:

Daniel Shockley (SamTrans)
Michaela Petrik (SamTrans)
Millie Tolleson (SamTrans)
Asiya Patel (SamTrans)
Nicholette Tolmie (SamTrans)
Natalie Chyba (F&P)
Andy Meger (F&P)

Public Agency Working Group:

Samah Itani (AC Transit)
Kathryn Vo (AC Transit)
Skylar Higgens (AC Transit)
Tracy Scramaglia (Belmont)
Tomas Santoyo (Brisbane)
Karen Kinser (Brisbane)
Audry Shiramizu (C/CAG)
Shirley Chan (Daly City)
Batoool Zaro (East Palo Alto)
Mirza Anwarbeg (East Palo Alto)
Elena Lee (East Palo Alto)
Michelle Huang (East Palo Alto)
Helen Wolter (Half Moon Bay)
Maziar Bozorginia (Half Moon Bay)
Sam Bautista (Millbrae)
Nestor Guevara (Millbrae)
Sam Bautista (Millbrae)
Lisa Porras (San Carlos)
Natalie Hoffmeister (SFO)
Matt Petrofsky (SMC)
Matthew Petrofsky (SMC)
Teresa Vallez (SMC)
Salifu Yakubu (San Jose)
Christina Fernandez (SSF)
Nikki Diaz (VTA)
Martin Munoz
Samah Itani

- *Can SamTrans provide pre-design options? Would be helpful for implementation*
- *Reaction to SamTrans approach (7.6/10) – group generally excited.*
 - *Helen Wolter - Can jurisdictions deviate from design context to fit local context? A: Yes, standards are focused more on general amenity provision/stop configuration. Communities can go beyond minimum amenity requirements as well as add custom shelters, but whoever purchases the amenities is responsible for the maintenance.*
- *Kathryn – Can SamTrans provide level of funding match, cost sharing arrangement? – This is generally worth a conversation on a case-by-case basis.*
- *Tracy – it's not uncommon for developers to construct or maintain shelters. C/CAG TDM.*

PAWG Meeting #3

SamTrans Bus Stop Improvement Plan



Name, Role, Jurisdiction, Favorite Rainy Day Activity

Lisa Porras, Planning
Manager, City of San
Carlos
Movies

Matt Petrofsky, Sustainability
Specialist, County of San
Mateo, Board games

Daniel Shockley, Principal
Planner, SamTrans, hanging
out with my cats

Samah Itani, Transportation
Planner, AC Transit. Watching
Frozen with my 3 year old

Batool Zaro, Senior
Engineer, City of East Palo
Alto, Legos :)

Tomas Santoyo, Assistant
Engineer, City of Brisbane,
Reading!

Sam Bautista, Dir. of
Engineering & Public Works,
City of Millbrae, Sleeping!

Painting

Name, Role, Jurisdiction, Favorite Rainy Day Activity

Christina Fernandez, Deputy City Manager, City of South San Francisco, reading books

Asiya Patel, Planner, reading!!

Tracy Scramaglia, City of Belmont, Crafting

Michaela Wright Petrik, Government and Community Affairs Officer, SamTrans, reading and movies

Kathryn Vo, AC Transit, being a rain rat and walking outside in the rain.

Audrey Shiramizu, transportation program specialist, C/CAG, reading and catching up on shows

Shirley Chan, Acting City Engineer, City of Daly City, decluttering

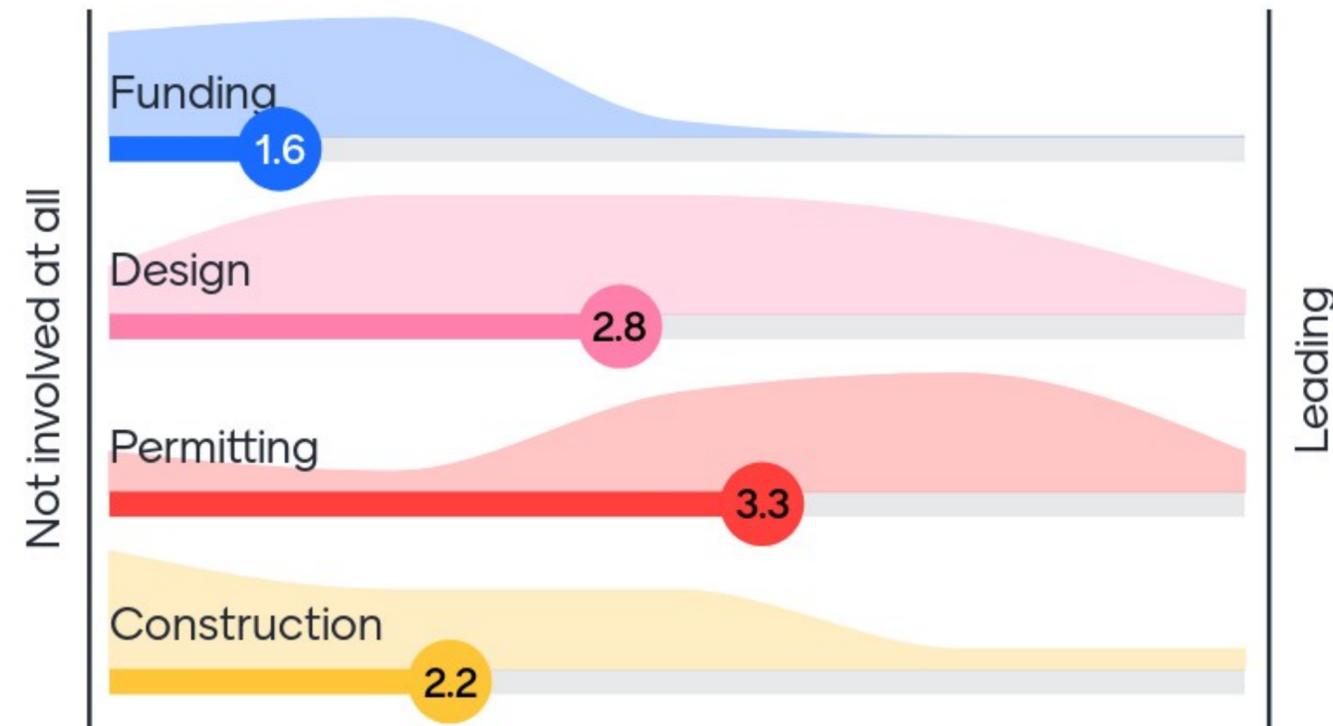
Natalie Hoffmeister, Traffic Engineer, SFO, watching a movie

Name, Role, Jurisdiction, Favorite Rainy Day Activity

Andrew Yang, Sr Engineer,
City of Burlingame,
Golfing in the rain.

Helen Wolter, Sustainability
Analyst, City of Half Moon
Bay, reading

What level of involvement in near-term implementation is your jurisdiction interested in/available for?



How interested is your jurisdiction in leading implementation of identified mid- to long-term improvements?



Temperature Check: What is your immediate reaction to SamTrans' implementation approach?



What comments/questions/concerns do you have?

Equity on the number of short-term projects amongst jurisdictions - my concern with how the public will perceive the split amongst the various jurisdictions. How will we respond?

As jurisdictions complete roadway projects, is there a way to coordinate improvements w/ Samtrans on stops/shelters? Could there be potential funding opportunities w/ ST to help incorporate these?



1



SamTrans BSIP Public Agency Working Group – Round 3

February 6, 2024
10am-12pm

Agenda

- Welcome & Introductions *10 minutes*
- Project refresher & progress update *15 minutes*
- Prioritization Approach Overview and Discussion *30 minutes*
 - Defining prioritization factors
 - Overview of near-term stops
- Implementation Strategy Overview and Discussion *30 minutes*
 - Three-Year Capital Improvement Plan (CIP) to fund improvements at 220+ stops
 - Partnership opportunities
 - Mid and long-term implementation
- Next Steps *15 minutes*
 - Streetscape survey
 - SamTrans Board of Directors
 - BSIP Implementation

Meeting Summary

- *General ranking – Permitting, Design, Construction, Funding*
 - *SFO is in a bit of a unique situation. Happy to be a partner, but funding is limited.*
 - *Note that funding can be partnered with grant applications, letter of support, etc. Does not have to be actual funding from jurisdictional budget.*
- *Mid-to-long term improvement leading:*
 - *2.2/4 – jurisdictions were generally not as interested.*
 - *SFO has new capital roadway projects that may happen before the stops prioritization.*

LOCATION:

Microsoft Teams

ATTENDEES:

Daniel Shockley (SamTrans)
Michaela Petrik (SamTrans)
Millie Tolleson (SamTrans)
Natalie Chyba (F&P)
Andy Meger (F&P)

Public Agency Working Group:

Chris Abeel (AC Transit)
Chanda Singh (C/CAG)
Claire Smith (Colma)
Abdulkader Hashem (Colma)
Tatum Mothershead (Daly City)
Michael Van Longkhuyen (Daly City)
Angelica Gonzalez (Foster City)
Leslie Carmichael (Foster City)
Natalie Gribben (Hillsborough)
Sylvia Star-Lack (Palo Alto)
Michael Laughlin (San Bruno)
Seth Morgan (SFO)
Julia Malinow (SFO)
Teresa Whinery (SFO)
Nicholette Chan (San Mateo)
Bethany Lopez (San Mateo)
Bethany Lopez (San Mateo)
Bharat Singh (SMC)
Richard Fontela (SMC)
Marissa Garren (SSF)
Mathew Ruble (SSF)
Eunejune Kim (SSF)
Dave Bockhaus (SSF)
Charlsie Chang
Richard Lee
Andrew Wong

- *Bethany Lopez – City of San Mateo: along with Guidelines, having price estimates for different configurations would be helpful if the City is funding improvements at the mid and long-term. BSIP team to provide planning-level cost estimates per stop.*
- *Looking to bulk purchase stop amenities and allocate per jurisdictions. Attempts to leverage economies of scales when shelter vendor is chosen.*
- *Temperature Check: Reaction to Implementation Approach*
 - *6.5/10 – relatively excited. Some nerves among the group.*
 - *Maintenance agreements were a concern- general thinking about how jurisdictions can avoid handling maintenance responsibilities will be important.*
 - *SB 35 – requirement to implement amenities. Don't want to burden affordable housing projects with amenity requirements. Coordination – SamTrans can maybe act as funding partner.*
 - *Communication approach: always good to be in contact with SamTrans regarding stop improvements. Coverage stops can help fund stops not strictly identified as the highest-priority stops. SamTrans can work directly with developers.*
- *General Q&A:*
 - *What is SamTrans bus stop furniture ownership? – Bus Stop Guidelines provide a reference. Generally, the installer is the maintainer, moving away from green advertising shelters.*
 - *How much staff time will be required from cities? – generally within the normal set of responsibilities. Permitting is the big part of the process with city involvement. Otherwise up to city for lower priority stops in near-term plan.*
 - *When will list of priority stop improvements be available? Team will plan on circulating cutsheets as a part of the report.*

PAWG Meeting #3

SamTrans Bus Stop Improvement Plan



Name, Role, Jurisdiction, Favorite Rainy Day Activity

Seth, SFO Landside Ops,
CCSF, just sit and listen to the
rain- very zen.

Claire Smith, Assistant
Planner, Town of Colma,
Reading

Marissa Garren, Management
Analyst, City of South San
Francisco, playing board
games with my family and
reading :)

Leslie Carmichael,
Consultant, Foster City,
baking

Chris Abeel, AC Transit Intern,
AC-CCC, Homemade hot
chocolate and a blanket

Millie Tolleson, Director,
Planning, SamTrans, trying to
keep my dog from drinking
from all the puddles

Michael Laughlin, Planning
Manager, City of San
Bruno Hanging with the dogs
and reading

Daniel Shockley, Principal
Planner, SamTrans, hanging
out with my cats :)

Name, Role, Jurisdiction, Favorite Rainy Day Activity

Richard Fontela, Sr. Shuttle Programs Coordinator, San Mateo County, Watching Netflix and eating snacks w/family

Chanda Singh, Senior Transportation Planner, San Mateo County Planning & Building, crafting with my kids

Michaela Wright Petrik, SamTrans Government & Community Affairs, puzzles and reading

Sylvia Star-Lack, Transportation Planning Manager, reading and hot chocolate

Peter Brown, DPW, Belmont... tidepooling

Nicolette Chan, Associate Transportation Planner, Hotpot and movies

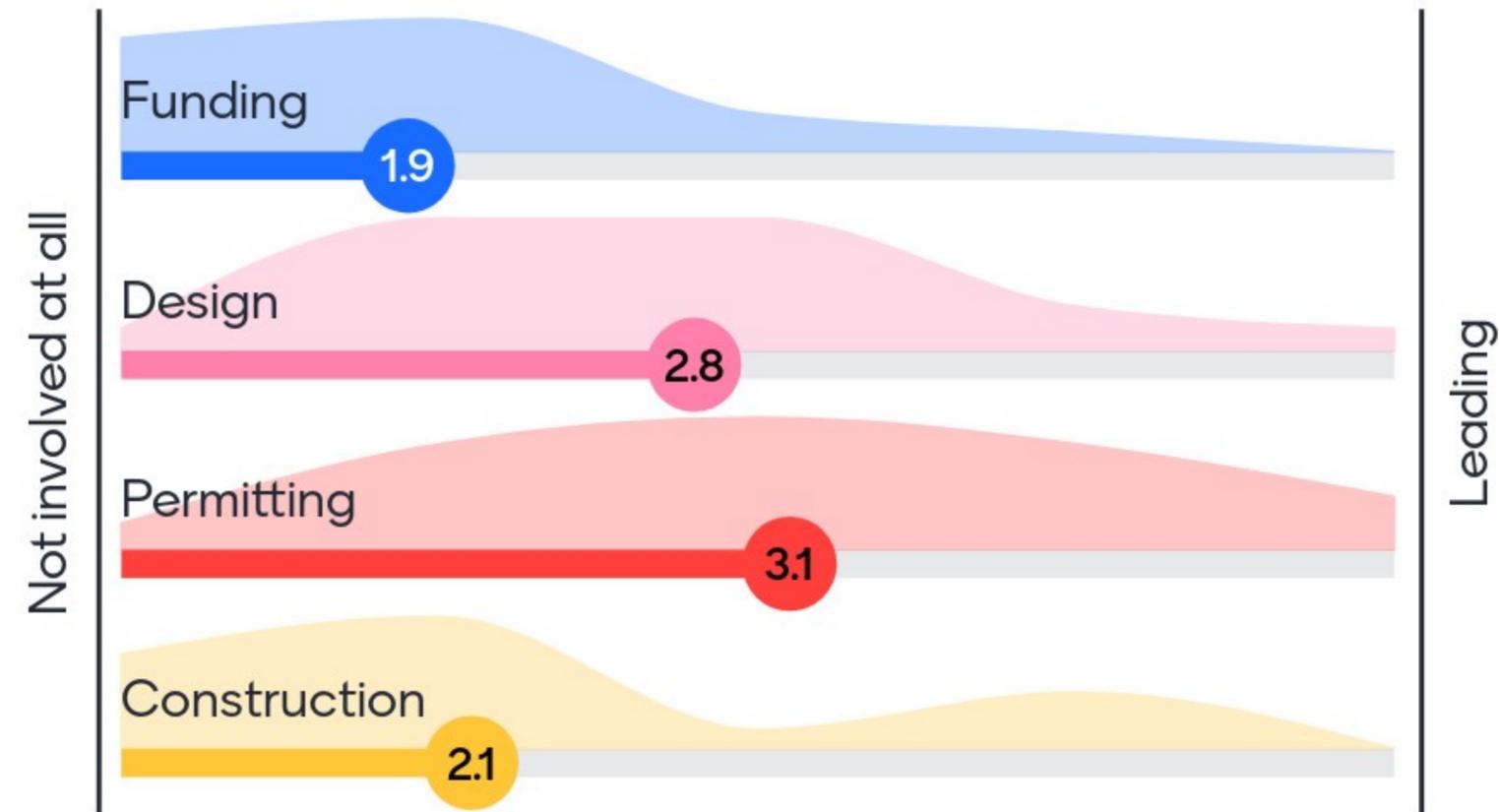
Abdul Hashem, Town of Colma, Listening to Music

Hanieh Houshmandi, Sr. Traffic Engineer, City of San Carlos, reading

Name, Role, Jurisdiction, Favorite Rainy Day Activity

Andrew Wong, Senior
Engineer, City of
Burlingame

What level of involvement in near-term implementation is your jurisdiction interested in/available for?



How interested is your jurisdiction in leading implementation of identified mid- to long-term improvements?



Temperature Check: What is your immediate reaction to SamTrans' implementation approach?



What comments/questions/concerns do you have?

How does samTrans manage bus furniture ownership? Does the agency negotiate contracts for shelters firsthand, or is that mainly handled by the various cities within the service area?

How much staff time will be required from City?

When will the list of priority stops for improvements be available?



3



samTrans



Public Agency Working Group – Session 3

SAMTRANS BUS STOP IMPROVEMENT PLAN



Agenda

1

PROJECT UPDATE

2

IDENTIFIED
IMPROVEMENTS &
PRIORITIZATION

3

IMPLEMENTATION
STRATEGY

4

NEXT STEPS

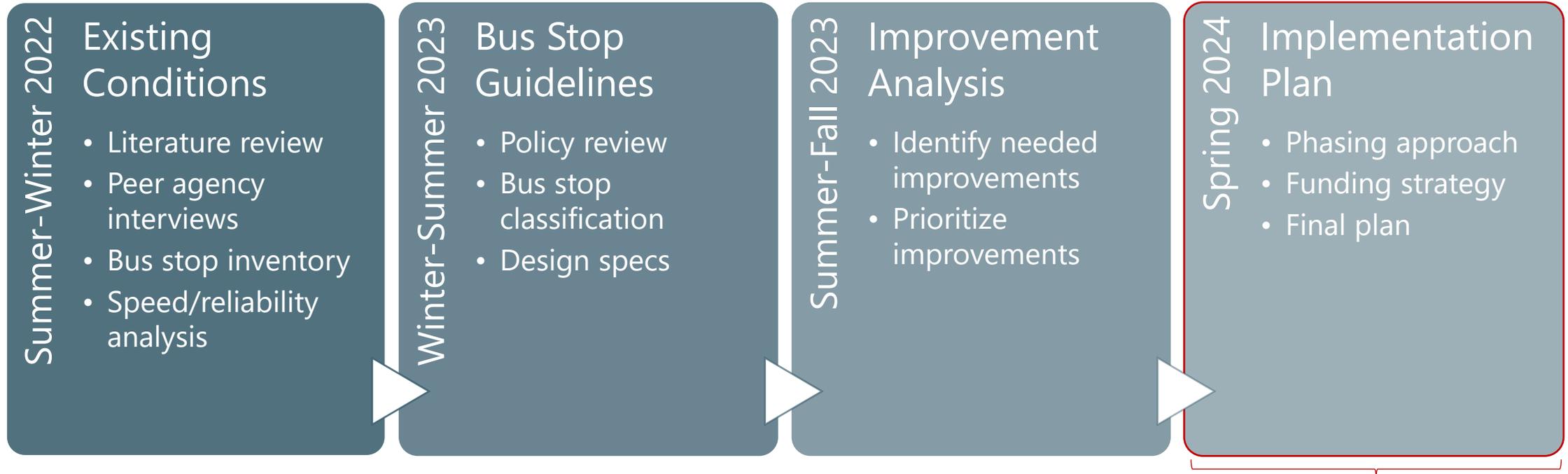
- 1
- 2
- 3
- 4

Project Update

Project Work Plan

SCOPE OF WORK & SCHEDULE

*Project Complete:
April 2024*



We are here

PAWG 2

Recap

MEETING HIGHLIGHTS



Included an overview of the **Draft Bus Stop Design Guidelines**.

Participants were given an opportunity to **comment on the draft Guidelines**. Feedback was incorporated into a final draft of the Guidelines.

Responses to comments incorporated in the final draft include:

- Providing more clarity on when the Guidelines apply
- Including real-time information as a minimum amenity at all stops (QR codes for School-oriented, digital signage at Standard and Frequent stops)
- More clarification on rural stop considerations

- 1
- 2
- 3
- 4

Identified Improvements & Prioritization

Determining Needed Improvements and Phasing

For each stop:

1. Categorized by the frequency of buses arriving throughout the day

2. Compared existing amenities with those recommended per Bus Stop Design Guidelines

3. Ranked according to ridership, equity, heat-vulnerability, and feasibility

Bus Stop Guidelines

Amenity Standards Refresh

Amenity	Frequent (20% of stops)	Standard (45% of stops)	School-Oriented/Other (35% of stops)
Standard Pole & Sign	X	X	X
Shelter	X	High-ridership	
Shade Structure with Bench		Mid- to low-ridership	
Map & Schedule	X	X	
Bus Bulb/Boarding Island ²	X		
Real-Time Information	X	X	X

Prioritization Methodology



ALIGN WITH EXISTING ADOPTED PLANS

including Reimagine SamTrans, plans for El Camino Real, and the SamTrans Adaptation and Resilience Plan



SCORED STOPS INTO BUCKETS

with a strong emphasis on existing boardings and supporting focus on equity priority areas, public health, and planning feasibility



SORTED INTO THREE TIERS FOR IMPLEMENTATION

informed by funding availability, project and timeline goals, and administrative considerations

Highest Priority Stops



Reach the most riders
Have over 2.5x daily ridership compared to the average stop systemwide



High Equity and Public Health Impact
Typically in an equity priority area and/or high-heat vulnerability zone



Need amenities the most
Do not have shelters or real-time information



Pass planning-level feasibility check
Have an existing sidewalk at stop location.

- 1
- 2
- 3
- 4

Implementation Strategy

DRAFT

Implementation Strategy

1

LEAD AND DELIVER A NEAR-
TERM CAPITAL IMPROVEMENT
PLAN

2

COLLABORATE AND
COORDINATE WITH LOCAL
JURISDICTIONS

3

ACCELERATE LONGER-TERM
IMPROVEMENTS THROUGH
PRIVATE DEVELOPMENT
AND/OR RELATED PROJECTS

Near-Term Capital Improvement Plan

220+

Stops

\$50M+

Investment

3 Year

Plan Delivery Goal

170+

New shelters

75+

New bus bulbs/
boarding islands

195+

New digital real-time
information signage

Other new amenities: system maps/route schedules, shade structures, QR-code based real-time information and more.

Near-Term Stops

75% Priority-based

~190 high-priority stops identified through the prioritization process

25% Coverage-based

~60 stops in areas that expand geographic coverage of improvements

Draft Near-Term CIP Stops by Jurisdiction

Jurisdiction	Near-Term Stops
Atherton	2
Belmont	8
Brisbane	1
Burlingame	4
Colma	2
Daly City	38
East Palo Alto	8
Foster City	5
Half Moon Bay	1
Menlo Park	2
Millbrae	8
Pacifica	25
Palo Alto	1
Redwood City	14
San Bruno	14
San Carlos	5
San Francisco	8
San Mateo	40
South San Francisco	27
Unincorporated San Mateo County	8
Total	221

Proposed Near-Term CIP Implementation Approach



SamTrans leads with some requests to partner on grant applications

SamTrans leads with opportunities for feedback/collaboration along the way

Local jurisdictions provide support on permitting processes

SamTrans leads with City inspectors/staff participation

Funding Near-Term CIP

Largely SamTrans funding with support from:

- **Local grant programs**
C/CAG, city partnerships, MTC
- **State grant programs**
TIRCP, Clean California Transit Programs
- **Federal grant programs**
Competitive RAISE grants, FTA discretionary grants

Implementing Mid- and Long-Term Improvements

After delivering the near-term CIP, SamTrans will revisit remaining stops to prioritize the next suite of improvements within 5 to 15 years.

Acceleration of these improvements can happen through:

- **City-led streetscape projects**
- **Developer-funded improvements**

Implementing Mid- and Long-Term Improvements

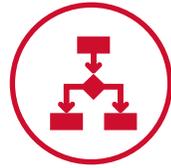
Estimated timeline for SamTrans funding:

5-10 years

10+ years

Jurisdiction	Mid-Term Stops	Long-Term Stops
Atherton	0	22
Belmont	17	49
Brisbane	1	15
Burlingame	21	31
Colma	2	7
Daly City	77	127
East Palo Alto	33	27
Foster City	0	76
Half Moon Bay	7	31
Menlo Park	17	101
Millbrae	4	4
Pacifica	0	92
Palo Alto	4	22
Portola Valley	0	17
Redwood City	35	131
San Bruno	26	65
San Carlos	14	45
San Francisco	5	45
San Mateo	51	100
South San Francisco	64	89
Unincorporated San Mateo County	25	140
Woodside	0	11
Total	403	1247

SamTrans Commitment to BSIP Implementation



EXPANDING INTERNAL RESOURCES FOR BUS STOPS

Including staff/contractor support for engineering and implementation



LEADING ON FUNDING

through grant applications, dedicated funding streams, and coordinator for regional/state funds



PROVIDING CLEAR STANDARDS AND GUIDANCE

for implementation through the Bus Stop Guidelines and BSIP program

What we need from you! Our Partners



KEEP SAMTRANS IN THE LOOP ON STREETScape PROJECTS

both during the grant application process and during all phases of project implementation



COLLABORATE WITH SAMTRANS DURING THE PERMITTING PROCESS

as quick BSIP implementation is contingent on the local approval process



ACT AS A FUNDING PARTNER, WHERE POSSIBLE

through grant applications, dedicated funding streams, and collaborator for regional/state funding opportunities

Menti Poll

IMPLEMENTATION PLAN

Please go to [menti.com](https://www.menti.com)

CODE: 5325 9261

Questions?

IMPLEMENTATION PLAN



1

2

3

Next Steps

Next Steps

February – March 2024



March-April 2024



Summer 2024



2025+



*One-on-one
conversations*

Thank You

QUESTIONS/FEEDBACK?

Rider Survey Results

Memorandum

Date: 5/22/2023
To: Daniel Shockley and Justin Horng, SamTrans
From: Natalie Chyba and Alex Sarno, Fehr & Peers
Subject: **Bus Stop Design Prioritization Survey Results - SamTrans Bus Stop Improvement Plan (BSIP)**

LA22-3373

Introduction & Background

The Bus Stop Design Prioritization Survey was launched online on Qualtrics as a part of SamTrans' Bus Stop Improvement Plan. The survey was open from March 20 through April 30, 2023, during which 684 surveys were completed. To promote the survey, various marketing strategies were employed, including physical ads, virtual content, and in-person outreach. The physical ads included displaying "temp signs" on bus stops, posting "ad cards" on buses, and providing "take-ones" on buses. The virtual content included an information page on the SamTrans website, social media posts and direct emails to stakeholders. The in-person outreach consisted of 17 outreach initiatives across all four county regions (i.e., North County, South County, Mid County and Coastside) from April 4 through April 18, where ambassadors informed SamTrans riders of and assisted them with completing the survey.

The survey was composed of three parts: Part 1 – how riders use SamTrans, Part 2 – preferences for how to improve SamTrans bus stops, and Part 3 – survey respondents' demographic information. The survey consisted of 26 questions in total; Part 1 had six questions, Part 2 seven questions, and Part 3 had thirteen. Part 1 and 2 were required to answer, with the exception of one question for general comments, and all Part 3 questions were optional. The survey was designed to understand riders' preferences and priorities on bus stop amenities.

The remainder of this memorandum will analyze the survey results by each of the three parts and end with concluding remarks. The final survey report from Qualtrics is included as an attachment to this memo and provides further detail on responses to each question.



Analysis

The analysis section dissects the results of all three parts of the survey. Graphs/charts are provided for key questions. A detailed breakdown of survey responses for all questions can be found in the attached Qualtrics report.

Part 1 & 3 – How Riders Use SamTrans & Demographic Information

Survey respondents were largely English-speaking frequent-riding patrons, with 88% opting for the English version of the survey, 48% riding at least five days per week, and 64% riding for 3 years or more. Customers surveyed in the 2021 SamTrans Triennial Customer Survey reported similar traits in these three categories. With respect to the respondents' demographic background, **Figure 1, 2 and 3** show that the survey reached a relatively diverse group of people however, skewed more toward higher income riders than SamTrans riders as a whole.

Figure 1. Question 14 - What is your gender?

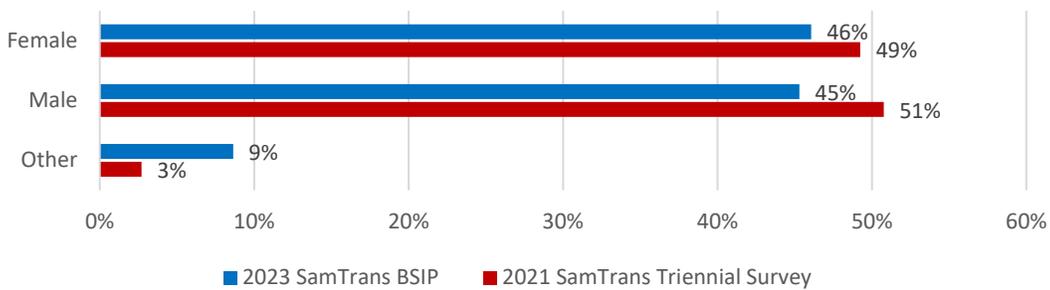


Figure 2. Question 15 - What is your age?

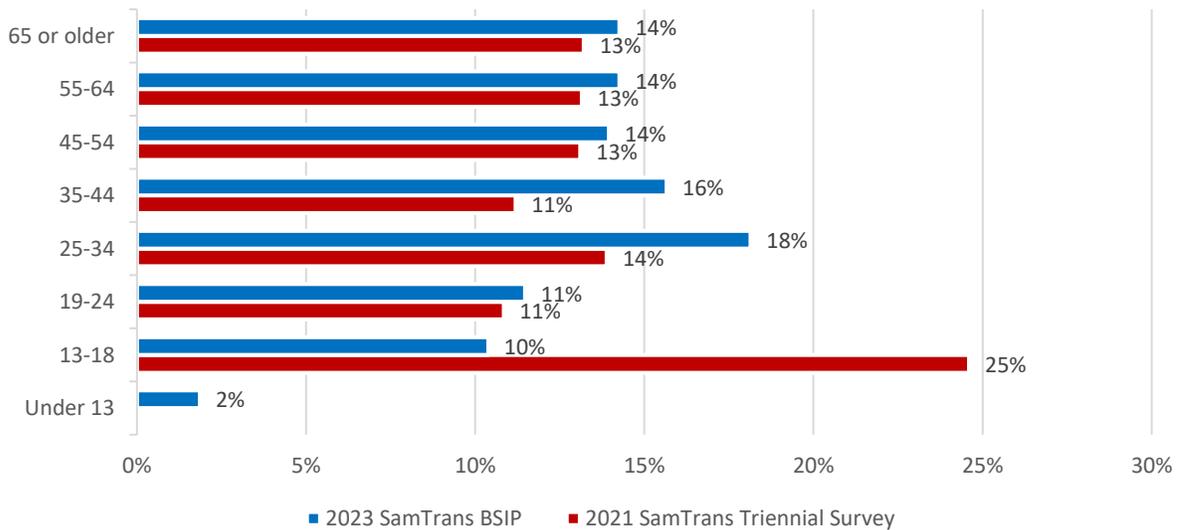
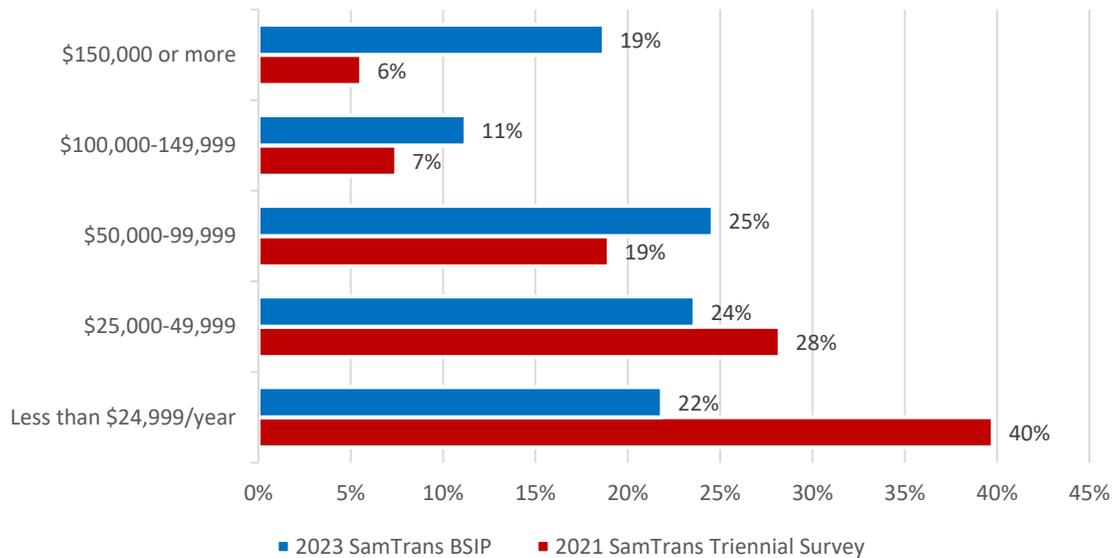




Figure 3. Question 19 - What is your annual household income (before taxes)?



The survey also asked respondents to choose the route they ride most often, and there were two clear leaders: ECR and 292, which were selected by 143 and 110 respondents, respectively. The third most popular route was 122, which was selected by 41 respondents. **Figure 4** shows all the routes according to how many respondents selected it as the route they ride most often, demonstrating the geographic diversity of survey respondents. The SamTrans service area is well represented, with the exception of Woodside and Portola Valley in South County.



Number of survey respondents



— Routes with responses

Figure 4

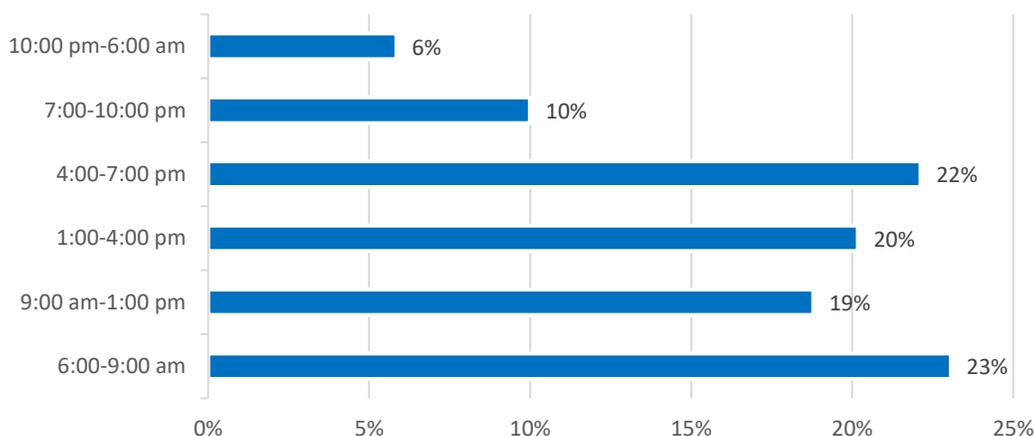
SamTrans Routes Ridden Most Often by Surveyed Riders
SamTrans Bus Stop Prioritization Survey 2023





Figure 5 shows that respondents use the bus on an approximately equal distribution from 6:00 AM to 7:00 PM, with evening and overnight use being relatively lower. By far the most common way for people to get to SamTrans bus stops is by walking all the way, representing 55% of respondents. The next three most common ways involve other transit operators, including BART, Caltrain and Muni, representing 10%, 7% and 5% of respondents, respectively. The types of trips people stated using SamTrans for is relatively diverse, with work representing 33% of respondents, errands/appointments – 26%, recreation – 21%, and school – 14%.

Figure 5. Question 4 - When do you normally use the bus?



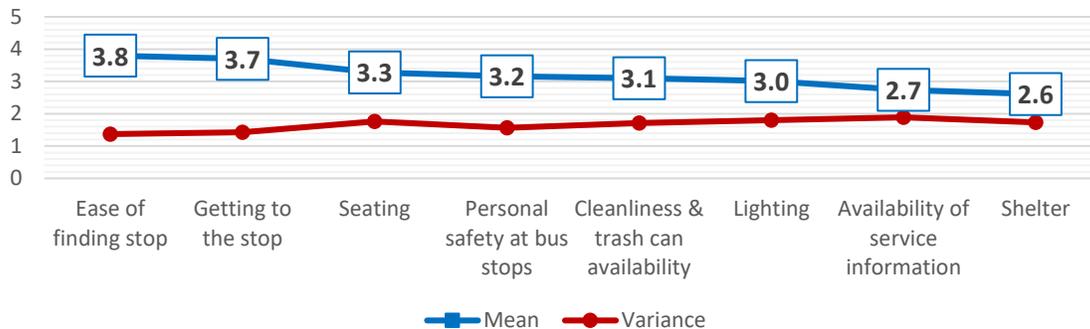
Part 2 – Preferences for How to Improve SamTrans Bus Stops

Part 2 of the survey began by asking respondents to rate their satisfaction with several aspects of the SamTrans experience and followed with questions about how respondents would prioritize improvements.

To rate their satisfaction with different aspects of the SamTrans bus experience, respondents chose a number between 1 and 5 for each aspect, with 1 representing “very dissatisfied” and 5, “very satisfied.” Each aspect of the users’ bus experience averaged a rating of approximately 3, which represents “neither satisfaction nor dissatisfaction.” **Figure 6** shows the average and variance of responses. The 2021 SamTrans Triennial Customer Survey also asked respondents to rate their overall satisfaction with SamTrans service on a scale from 1-5 (Question 11m) – the result was 4.2. Considering all the variables that may influence the differences in satisfaction from 2021 to present day, this comparison may indicate that either riders’ satisfaction with the SamTrans bus experience has declined, or riders’ satisfaction with bus stops specifically is lower relative to their overall SamTrans service experience.

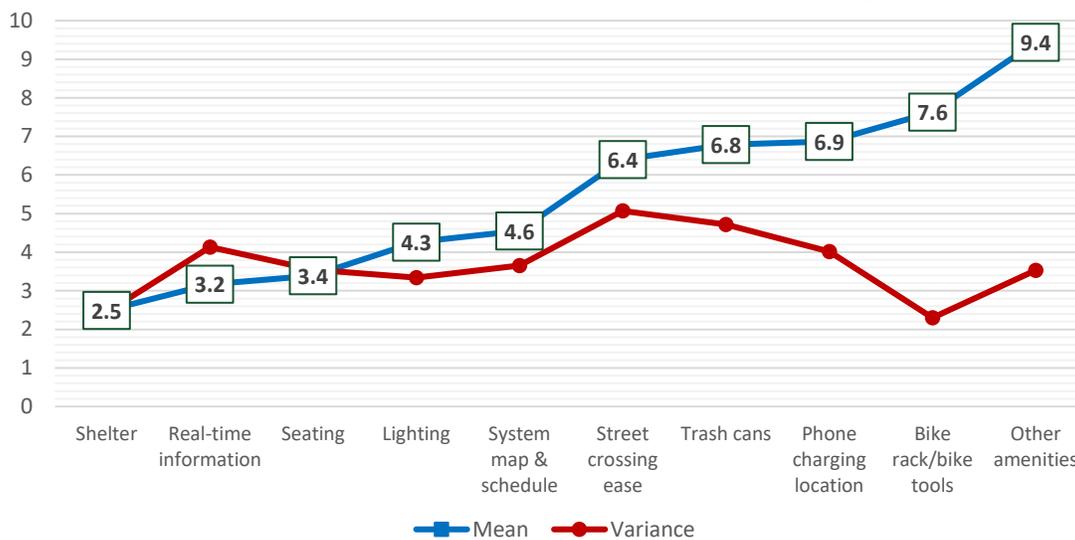


Figure 6. Question 7 - Satisfaction with Bus Stop Experience



Thereafter, respondents ranked how they would prioritize amenity improvements given that tradeoffs must be made. In alignment with their satisfaction ratings, shelter and real-time arrival information were the top two amenities that respondents would prioritize improving (**Figure 7**).

Figure 7. Question 8 - Amenity Priorities (1=Most Important)



The remainder of Part 2 asked respondents in which situations they would prioritize shelter, real-time information, seating, and lighting. For respondents, shelter, real-time information and seating were most important when there is a long wait time (**Figures 8, 9 and 11**). Lighting was also important where there is a long wait time, however, that option came second to stops where there may not be lighting from nearby businesses or buildings (**Figure 10**).



Figure 8. Question 9 - When Seating is Most Important (1=Most Important)

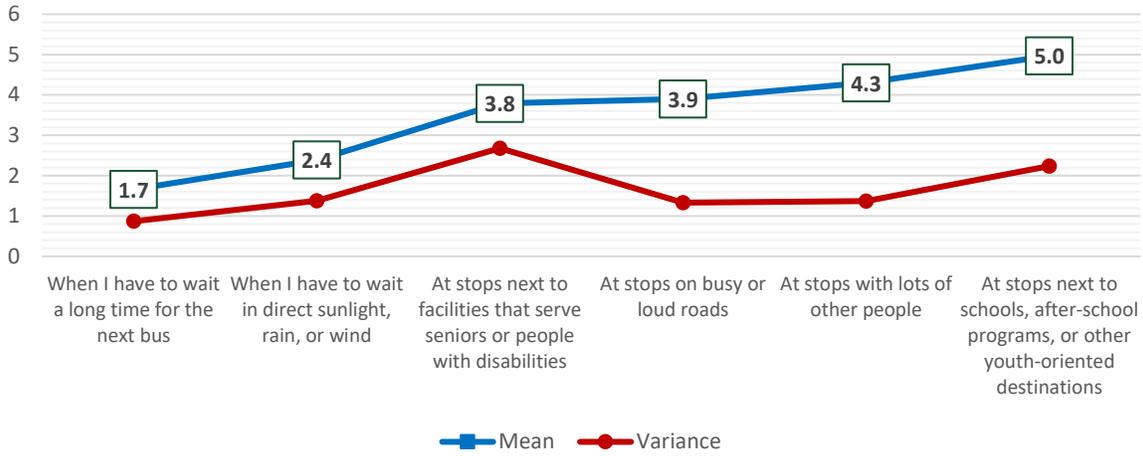


Figure 9. Question 10 - When Shelter is Most Important (1=Most Important)

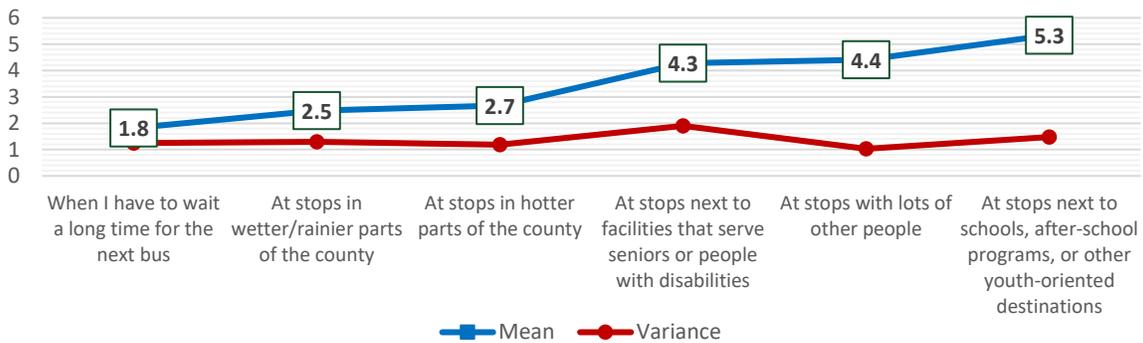
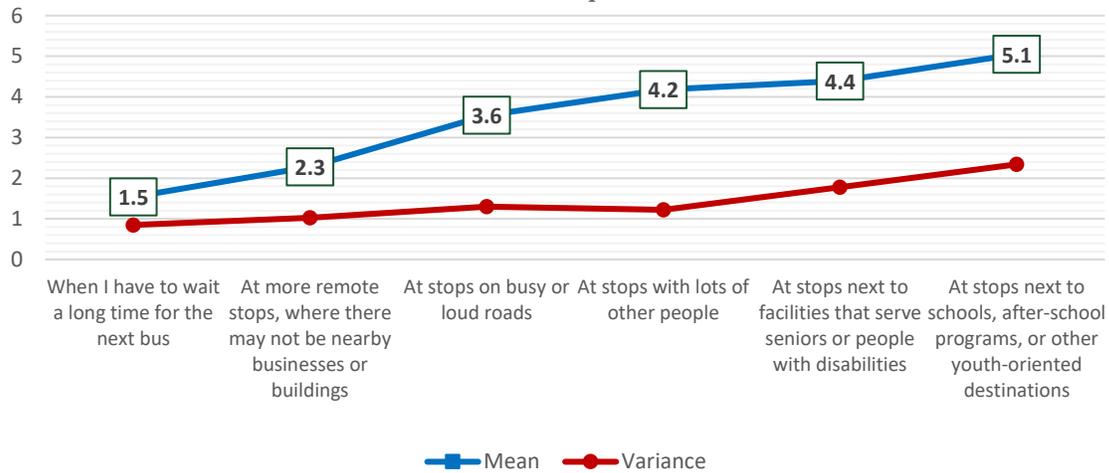


Figure 10. Question 11 - When Lighting is Most Important (1=Most Important)





Figure 11. Question 12 - When Real-time Information is Most Important
 (1=Most Important)

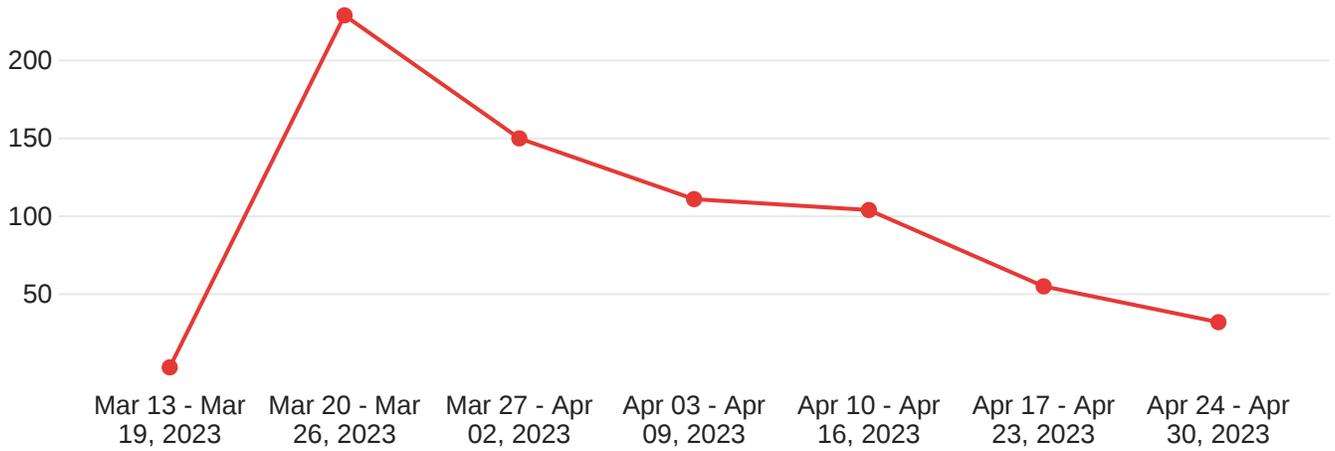


Concluding Remarks

The survey results show that the respondents have clear desires and priorities for improving the SamTrans bus experience. Respondents indicated that shelter, real-time service information and lighting are not meeting their expectations, and they are willing to prioritize improving them over other amenities. Strategically addressing the respondents' desires could involve prioritizing stops where riders may have to wait for prolonged periods, or the surrounding environment is less equipped to accommodate the safety and comfortability of riders (e.g., low-light environments, or exposure to the elements).

Start Date

684 Responses



Q1 - Which SamTrans bus route do you ride most often?

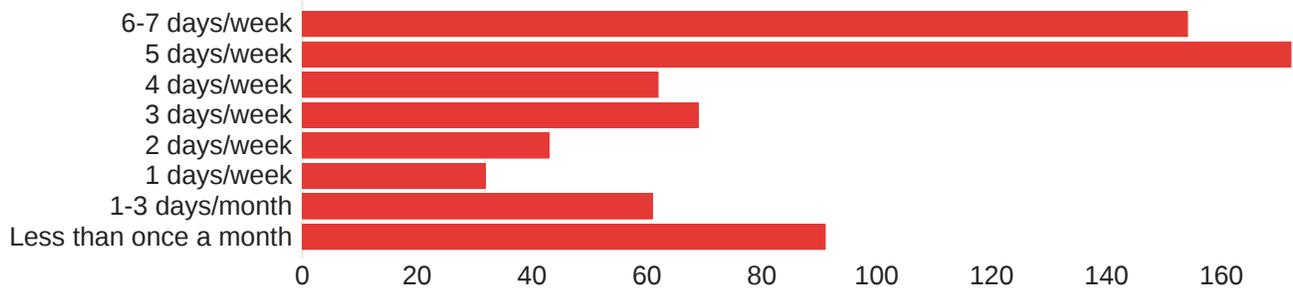
Field	Choice Count
ECR	143
292	110
73	5
FCX	11
130	40
120	34
110	39
295	8
250	26
122	41
121	17
19	4
18	5
14	3

296	27
281	10
278	16
270	5
251	9
142	6
117	19
112	16
62	1
40	1
30	3
10	12
ECRO	0
53P	0
296O	0
713	1
398	8
297	1
294	9
280	8
260	5
141	10
138	0
88	0
87	0

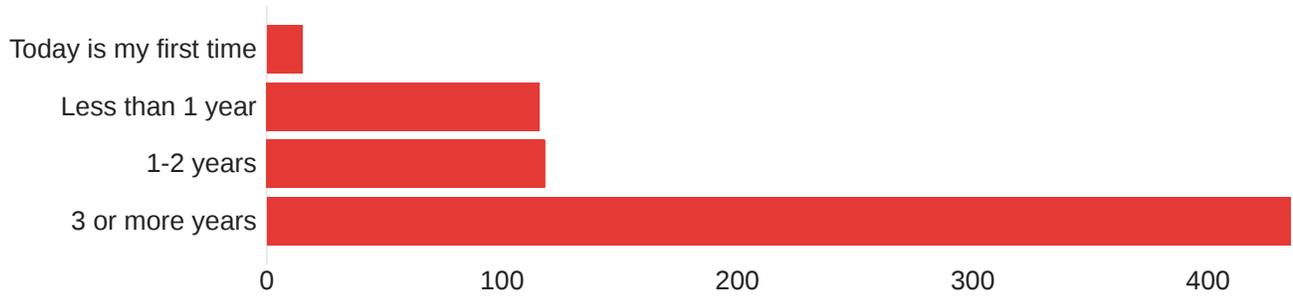
86	1
85	0
83	0
82	1
81	2
79	0
78	0
72	1
68	0
67	0
61	10
60	3
59	0
58	0
57	0
56	0
54	0
53	1
51	2
50	0
49	2
46	0
42	0
41	1
37	0

	4
35	0
29	1
28	0
25	1
24	2
12	3
Total	684

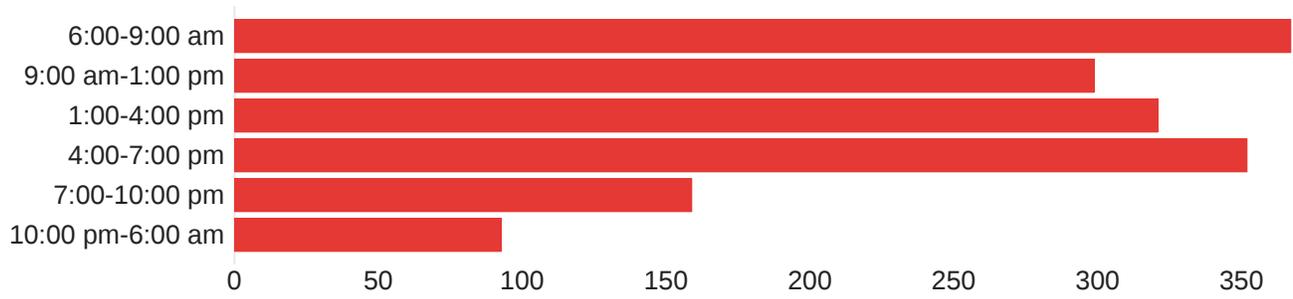
Q2 - About how often do you ride SamTrans?



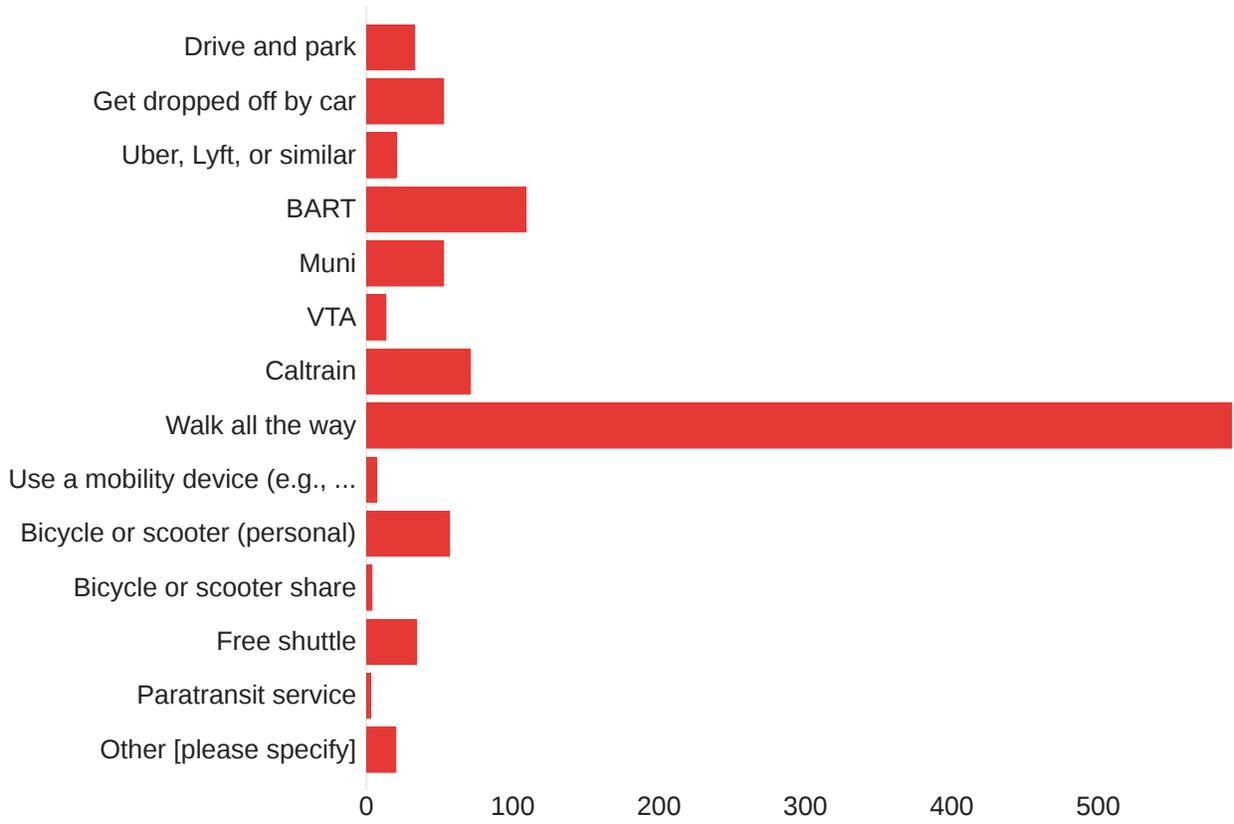
Q3 - How many years have you been riding?



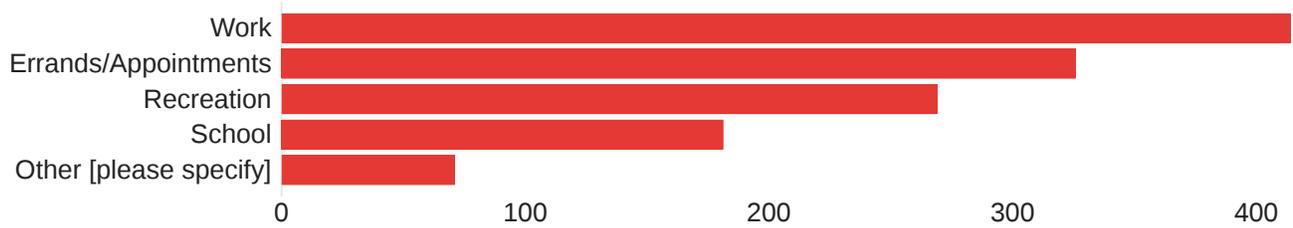
Q4 - When do you normally use the bus? Select all that apply.



Q5 - How do you usually get to SamTrans bus stops? Select all that apply.



Q6 - What types of trips are you taking on SamTrans? Select all that apply.



Field	Choice Count
Work	414
Errands/Appointments	326
Recreation	269
School	181
Other [please specify]	71
Total	1261

Other [please specify] - Text

Family member recovering from a serious stroke. I have to go to all the doctors and therapy appointments with family member. Also I have to work with family member on his exercise routine every day.

Home to airport

Help family

Airport

Internship and Shopping

Unexpected transportation needs

Babysit grandchildren

Shopping

Shopping and travel

get to jury duty, or connection to Caltrain

Auto in shop

Church

Pick up kid

Shopping .I would take a bus if it stopped at Tioga and Richmond..I am a senior citizen

Going home

SFO

Come home

Transit to airport

airport

As needed

Q7 - Please rate your satisfaction with the following aspects of your bus stop experience when using SamTrans:

Field	Mean	Variance	Responses	Sum
Ease of finding stop	3.80	1.37	681	2590.00
Getting to the stop	3.70	1.43	681	2521.00
Seating	3.28	1.76	672	2204.00
Feeling of personal safety at bus stops	3.16	1.56	674	2133.00
Cleanliness and trash can availability	3.10	1.71	674	2088.00
Lighting	3.01	1.80	668	2011.00
Availability of service information (maps, schedule, real-time bus arrival information)	2.74	1.89	670	1836.00
Shelter	2.61	1.73	663	1733.00

Q8 - Unfortunately, not all amenities can be provided at SamTrans bus stops. In cases where trade-offs need to be made, what are your preferences? Please rank the following from most important to least important by dragging the most important options to the top of the list (1=Most important).

Field	Mean	Variance	Responses	Sum
Shelter from sun, rain, and wind	2.49	2.44	684	1705.00
Real-time bus arrival information	3.17	4.13	684	2170.00
Seating	3.39	3.55	684	2322.00
Lighting	4.26	3.34	684	2912.00
System map and schedule	4.55	3.65	684	3113.00
Making it easier to cross the street	6.40	5.07	684	4381.00
Trash cans	6.79	4.72	684	4644.00
A place to charge your phone	6.87	4.02	684	4698.00
Bike rack/bike tools	7.63	2.30	684	5216.00
Other amenities [please specify]	9.44	3.53	684	6459.00

Field	1	2	3	4	5	6	7	8	9	10	Total
Seating	110	157	127	106	85	55	25	10	7	2	684
Shelter from sun, rain, and wind	229	174	133	72	39	22	9	4	1	1	684
Lighting	38	77	138	143	122	82	52	21	10	1	684
Real-time bus arrival information	197	122	92	91	82	48	28	21	3	0	684
System map and schedule	36	86	85	104	162	114	51	32	13	1	684
A place to charge your phone	9	20	35	22	41	130	129	133	146	19	684
Bike rack/bike tools	5	4	5	19	17	59	173	178	202	22	684

Making it easier to cross the street	25	30	34	57	61	81	117	167	100	12	684
Trash cans	13	13	30	63	70	91	96	99	187	22	684
Other amenities [please specify]	22	1	5	7	5	2	4	19	15	604	684

Q9 - In what situations is seating most important to you when waiting for the bus? Please rank the following from most important to least important by dragging the most important options to the top of the list (1=Most important).

Field	Mean	Variance	Responses	Sum
When I have to wait a long time for the next bus	1.66	0.87	680	1128.00
When I have to wait in direct sunlight, rain, or wind	2.39	1.38	680	1628.00
At stops next to facilities that serve seniors or people with disabilities	3.79	2.68	680	2577.00
At stops on busy or loud roads	3.90	1.33	680	2649.00
At stops with lots of other people	4.30	1.37	680	2921.00
At stops next to schools, after-school programs, or other youth-oriented destinations	4.97	2.24	680	3377.00

Field	1	2	3	4	5	6	Total
When I have to wait a long time for the next bus	383	199	56	34	5	3	680
When I have to wait in direct sunlight, rain, or wind	154	264	159	62	25	16	680
At stops on busy or loud roads	11	36	247	174	143	69	680
At stops with lots of other people	14	33	90	267	153	123	680
At stops next to facilities that serve seniors or people with disabilities	94	96	76	76	269	69	680
At stops next to schools, after-school programs, or other youth-oriented destinations	24	52	52	67	85	400	680

Q10 - In what situations is shelter from sunlight, rain, or wind most important to you when waiting for the bus? Please rank the following from most important to least important by dragging the most important options to the top of the list (1=Most important).

Field	Mean	Variance	Responses	Sum
When I have to wait a long time for the next bus	1.82	1.25	680	1238.00
At stops in wetter/rainier parts of the county	2.48	1.30	680	1688.00
At stops in hotter parts of the county	2.67	1.19	680	1817.00
At stops next to facilities that serve seniors or people with disabilities	4.28	1.90	680	2907.00
At stops with lots of other people	4.41	1.03	680	2997.00
At stops next to schools, after-school programs, or other youth-oriented destinations	5.34	1.48	680	3633.00

Field	1	2	3	4	5	6	Total
When I have to wait a long time for the next bus	378	131	115	32	19	5	680
At stops in hotter parts of the county	74	261	215	87	30	13	680
At stops in wetter/rainier parts of the county	156	194	216	80	28	6	680
At stops with lots of other people	8	24	34	344	157	113	680
At stops next to facilities that serve seniors or people with disabilities	53	42	65	95	355	70	680
At stops next to schools, after-school programs, or other youth-oriented destinations	11	28	35	42	91	473	680

Q11 - In what situations is lighting most important to you when waiting for the bus? Please rank the follow

Field	Mean	Variance	Responses	Sum
At more remote stops, where there may not be lighting from nearby businesses or buildings	1.62	0.73	678	1099.00
When I have to wait a long time for the next bus	2.10	1.20	678	1426.00
At stops with lots of other people	3.39	0.98	678	2301.00
At stops next to facilities that serve seniors or people with disabilities	3.57	1.00	678	2418.00
At stops next to schools, after-school programs, or other youth-oriented destinations	4.32	1.18	678	2926.00

Field	1	2	3	4	5	Total
When I have to wait a long time for the next bus	225	275	93	53	32	678
At more remote stops, where there may not be lighting from nearby businesses or buildings	384	200	67	21	6	678
At stops with lots of other people	23	66	327	145	117	678
At stops next to facilities that serve seniors or people with disabilities	30	85	115	367	81	678
At stops next to schools, after-school programs, or other youth-oriented destinations	16	52	76	92	442	678

Q12 - In what situations is real-time information most important to you when waiting for the bus? Please rank the following from most important to least important by dragging the most important options to the top of the list (1=Most important).

Field	Mean	Variance	Responses	Sum
When I have to wait a long time for the next bus	1.54	0.85	663	1024.00
At more remote stops, where there may not be nearby businesses or buildings	2.28	1.03	663	1514.00
At stops on busy or loud roads	3.55	1.30	663	2353.00
At stops with lots of other people	4.18	1.22	663	2770.00
At stops next to facilities that serve seniors or people with disabilities	4.39	1.78	663	2913.00
At stops next to schools, after-school programs, or other youth-oriented destinations	5.05	2.34	663	3349.00

Field	1	2	3	4	5	6	Total
When I have to wait a long time for the next bus	431	153	47	18	10	4	663
At more remote stops, where there may not be nearby businesses or buildings	126	334	123	56	17	7	663
At stops on busy or loud roads	23	53	305	148	87	47	663
At stops with lots of other people	17	33	71	320	138	84	663
At stops next to facilities that serve seniors or people with disabilities	37	47	62	74	358	85	663
At stops next to schools, after-school programs, or other youth-oriented destinations	29	43	55	47	53	436	663

Q13 - Do you have any additional comments on SamTrans bus stops you'd like to share? [Optional]

Do you have any additional comments on SamTrans bus stops you'd like to share? [Optional]

No Bus 292 from 8:30 pm until 9:40 pm why? Most nights this happens and when I call the next morning they lie and said bus did his route on time and correctly. Which is a lie because I am not the only one waiting for the 292 bus.

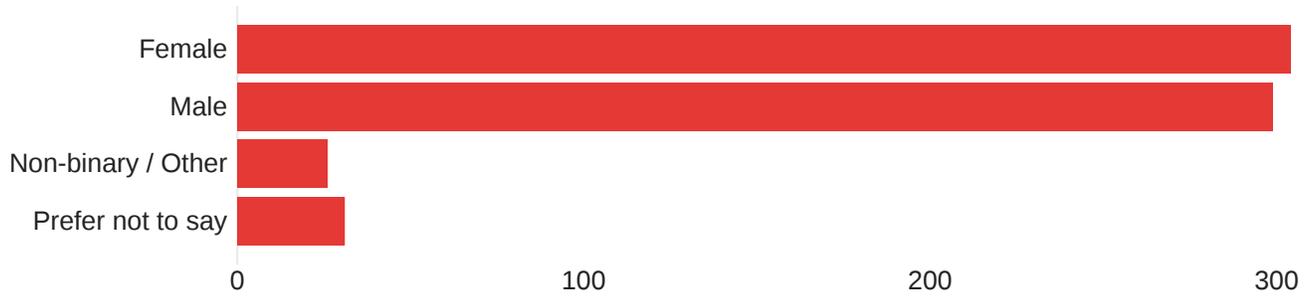
No

Take advantage of new building construction near bus stops to build road cutouts/islands and new stop shelters.

Delaware / Peninsula Ave bus stop by Safeway doesn't have any shelter & sometimes I have to wait for a long time in the rain. Please put a shelter.

The bus stop at Ortega middle school at terranova needs a shelter there is not respect from parents driving children in and out school , easy to get hit by a car also the bus stop at linda mar park and ride when it rain we get soak and wet ,I spoke to a supervisor nothing was done

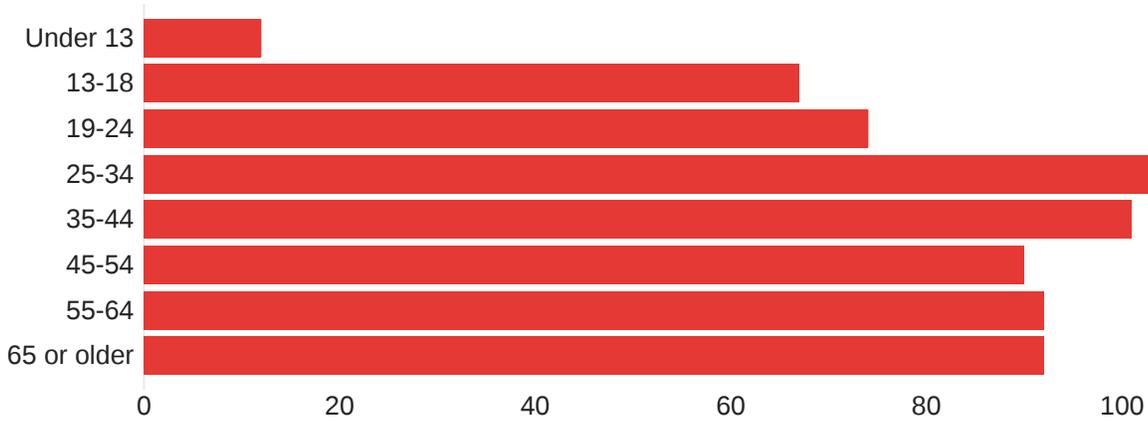
Q14 - What is your gender? [Optional]



Field	Min	Max	Mean	Standard Deviation	Variance	Responses
What is your gender? [Optional]	1	4	2	1	1	660

Field	Choice Count
Female	304
Male	299
Non-binary / Other	26
Prefer not to say	31
Total	660

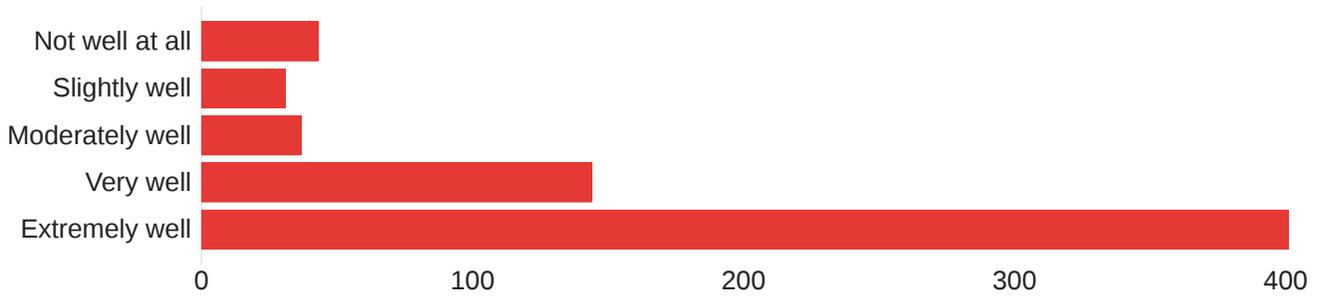
Q15 - What is your age? [Optional]



Field	Min	Max	Mean	Standard Deviation	Variance	Responses
What is your age? [Optional]	1	8	5	2	4	645

Field	Choice Count
Under 13	12
13-18	67
19-24	74
25-34	117
35-44	101
45-54	90
55-64	92
65 or older	92
Total	645

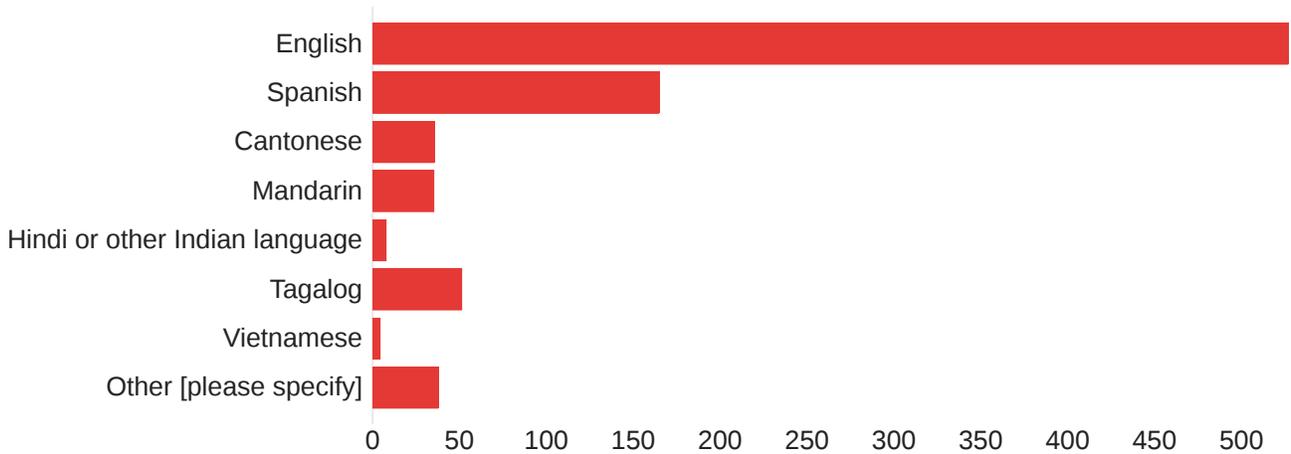
Q16 - How well do you speak English? [Optional]



Field	Min	Max	Mean	Standard Deviation	Variance	Responses
How well do you speak English? [Optional]	1	5	4	1	1	656

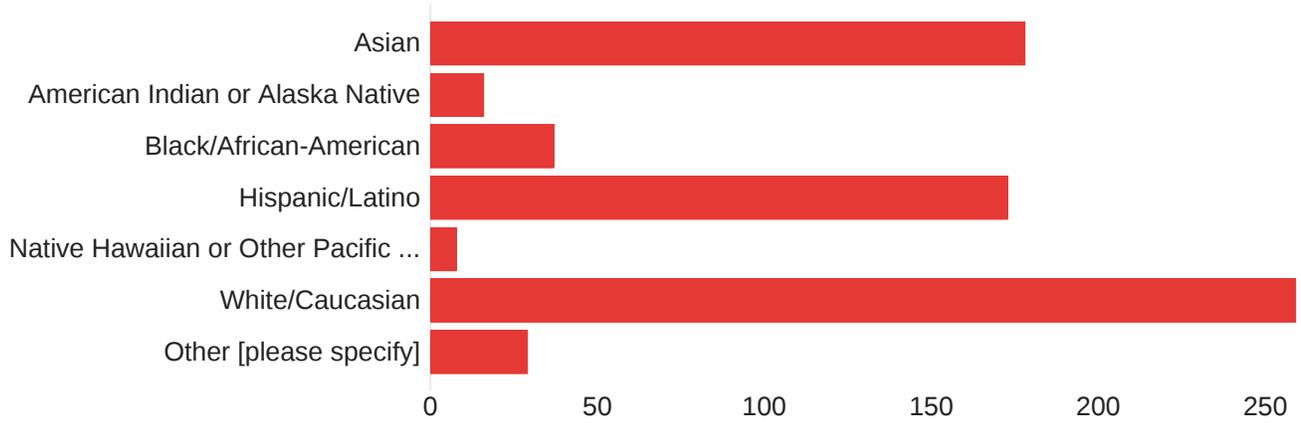
Field	Choice Count
Not well at all	43
Slightly well	31
Moderately well	37
Very well	144
Extremely well	401
Total	656

Q17 - Which languages are regularly spoken in your home? Check all that apply. [Optional]



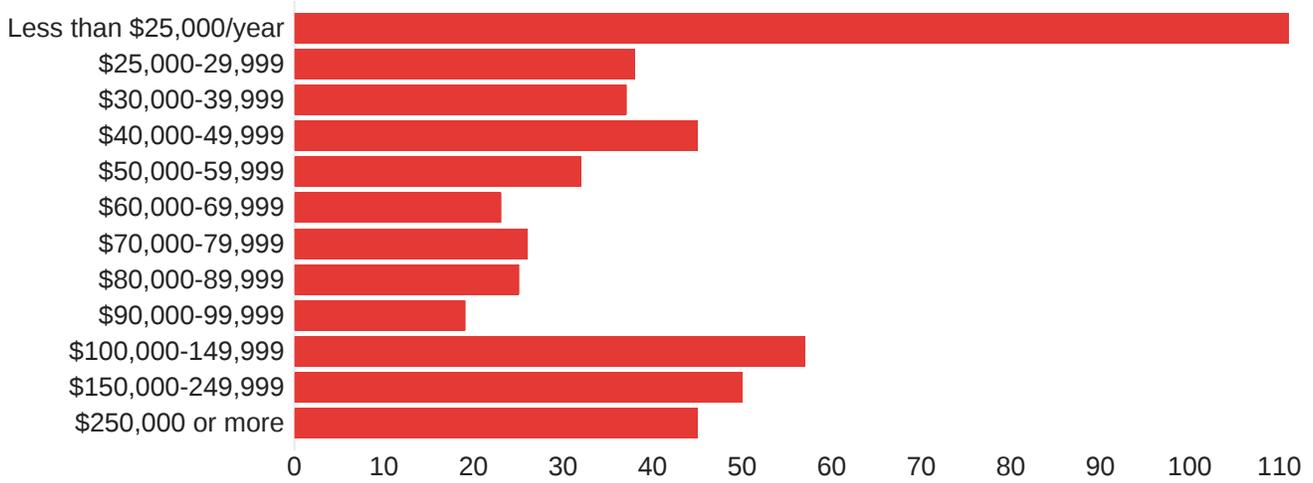
Field	Choice Count
English	527
Spanish	165
Cantonese	36
Mandarin	35
Hindi or other Indian language	8
Tagalog	51
Vietnamese	4
Other [please specify]	38
Total	864

Q18 - Which of the following best describes your race/ethnic background? Check all that apply. [Optional]



Field	Choice Count
Asian	178
American Indian or Alaska Native	16
Black/African-American	37
Hispanic/Latino	173
Native Hawaiian or Other Pacific Islander	8
White/Caucasian	259
Other [please specify]	29
Total	700

Q19 - What is your annual household income (before taxes)? [Optional]

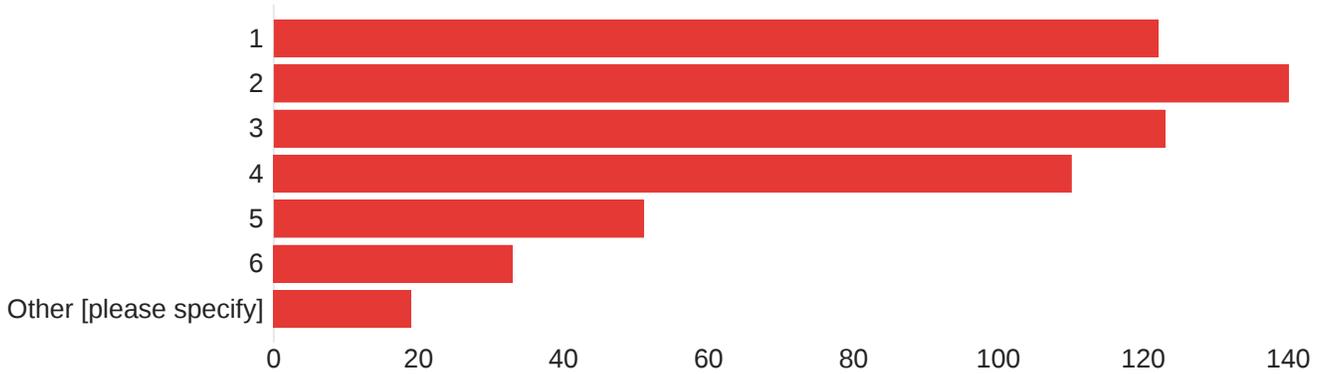


Field	Min	Max	Mean	Standard Deviation	Variance	Responses
What is your annual household income (before taxes)? [Optional]	1	12	6	4	16	508

Field	Choice Count
Less than \$25,000/year	111
\$25,000-29,999	38
\$30,000-39,999	37
\$40,000-49,999	45
\$50,000-59,999	32
\$60,000-69,999	23
\$70,000-79,999	26
\$80,000-89,999	25
\$90,000-99,999	19

\$100,000-149,999	57
\$150,000-249,999	50
\$250,000 or more	45
Total	508

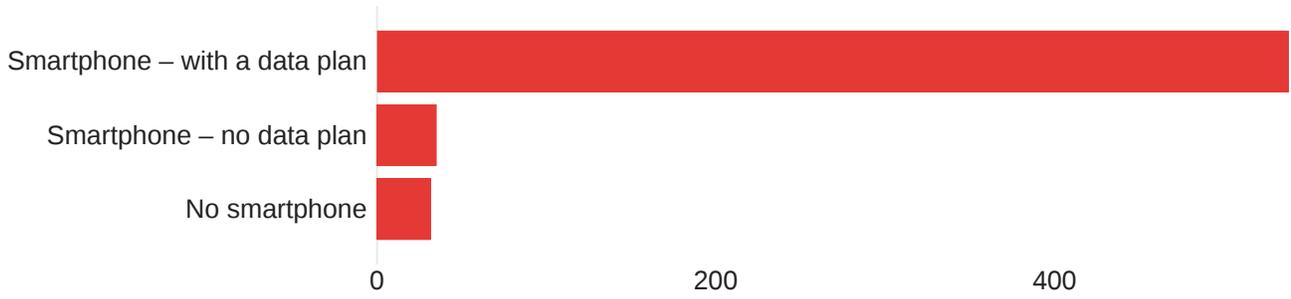
Q20 - Including yourself, how many people live in your household? [Optional]



Field	Min	Max	Mean	Standard Deviation	Variance	Responses
Including yourself, how many people live in your household? [Optional] - Selected Choice	1	7	3	2	3	598

Field	Choice Count
1	122
2	140
3	123
4	110
5	51
6	33
Other [please specify]	19
Total	598

Q21 - Do you have a smartphone with a data plan? [Optional]



Field	Min	Max	Mean	Standard Deviation	Variance	Responses
Do you have a smartphone with a data plan? [Optional]	2	4	2	0	0	605

Field	Choice Count
Smartphone – with a data plan	538
Smartphone – no data plan	35
No smartphone	32
Total	605

Q22 - First Name [Optional]

First Name [Optional]

Nelson

A

Lawrence

Paul Ericsson

Htut Bhone

Q23 - Last Name [Optional]

Last Name [Optional]

Carrillo

J

Tucker

Tan

Naung

Q24 - Email [Optional] Disclaimer: SamTrans respects your privacy - your email address will only be used for communications related to transportation in the Bay Area and will not be sold to third parties for advertising purposes

Email [Optional]

Disclaimer: SamTrans respects your privacy - your email address will only be used for communications related to transportation in the Bay Area and will not be sold to third parties for advertising purposes

nelsoncarrillo041@gmail.com

tuckerlawrence337@gmail.com

tanpaul44@gmail.com

htutbhonen@gmail.com

Rockbitsf@gmail.com

Q25 - Phone number [Optional] Disclaimer: SamTrans respects your privacy - your phone number will only be used for communications related to transportation in the Bay Area and will not be sold to third parties for advertising purposes

Phone number [Optional]

Disclaimer: SamTrans respects your privacy - your phone number will only be used for communications related to transportation in the Bay Area and will not be sold to third parties for advertising purposes

7472906272

4086464532

4159966387

6504713815

6504520978

Q26 - Home ZIP Code [Optional]

Home ZIP Code [Optional]

94134

94403

94401

94063

94030

Natalie Chyba

From: Tina Dubost <dubostc@samtrans.com>

Sent: Tuesday, April 4, 2023 11:08

To: BSIP <BSIP@samtrans.com>

Cc: Julian Jest <JestJ@samtrans.com>; Gary Layman <LaymanG@samtrans.com>

Subject: BSIP survey is not accessible

Hi All:

I just got a phone call from someone on our accessibility advisory group regarding the SamTrans Bus Stop Improvement survey.

He said that it is not accessible to blind people. He tried to fill it out and that part 2, where you need to rank things, is not accessible. You can't skip this part and continue.

He is using the screen reader on his I-phone called Voice Over. (It's standard on the phones.)

He said that dragging items to order them is not accessible. It would be better to assign a number to rank them.

He asked me to pass along the following information.

Safety is important. Being able to cross the street safely is important. Signalized stops are very important. Make sure there is an audible pedestrian crossing.

Coordination with the cities may be required.

He suggested that real-time display should be available via cell phone.

Button to press to hear the real-time information at the bus stop.

Tone when the screen updates with new information.

Button to press to talk to SamTrans information.

Make sure the bench is clean. If you're blind you don't know if it's clean enough.

He suggested a cell phone app that helps you find the bus stop. They are accurate to within 10 meters.

Thanks

Tina Dubost

SamTrans

Office: 650-508-6247

Natalie Chyba

From: madawaska2@aol.com <madawaska2@aol.com>

Sent: Sunday, April 9, 2023 2:38 PM

To: BSIP <BSIP@SamTrans.com>

Subject: BSIP survey wouldn't let me submit

You don't often get email from madawaska2@aol.com. [Learn why this is important](#)

ATTENTION: This email came from an external source. Do not open attachments or click on links from unknown senders.

To: SanTrans survey administrator

From: SamTrans patron

After 15 minutes of carefully filling out the survey, the survey wouldn't let me submit my answers and I had to abandon it.

[SamTrans Bus Stop Survey | Spring 2023 \(qualtrics.com\)](#)

This happened at Part 2 of 3 with a red warning "Please answer this question".

The survey would not let me advance.

Since I can't fill out the survey (can anyone?)

I want to make sure that my answer to the Optional Question is passed on through this email:

Do you have any additional comments on SamTrans bus stops you'd like to share? [Optional]

My answer:

"The Redwood City Transit Center next to Caltrain is marred by non-SamTrans patrons who "live" inside many of the bus shelters and are smoking, drinking and using drugs. This behavior is not allowed at Caltrain stops but seems absolutely to be tolerated at SamTrans stops."

Rider Listening Sessions Summary



TO: Interested Parties
FROM: Sara LaBatt and Brian Vines, EMC Research
RE: SamTrans BSIP Findings Memo
DATE: May 19, 2023

This memo outlines the initial findings from a recent series of in-depth discussions with SamTrans riders. This qualitative research study was designed to highlight the experiences and attitudes among traditionally underrepresented audiences surrounding bus stop usage throughout the SamTrans service area. The goal of the project is to support the Agency's SamTrans Bus Stop Improvement Plan (BSIP) through opinion research to help understand bus stop-related usage, needs, challenges, preferences, and priorities of a diverse set of SamTrans riders. The discussion was structured a number of topics capturing how, when, and where participants use SamTrans bus stops, their experiences and challenges with accessing the stops and while waiting at the stops, and to gauge their reactions to a number of potential amenities and improvements for covered shelters, lighting, digital signs with real-time information, seating, trash cans, places to charge phones or tablets, bike racks, system and schedule maps, and crosswalks and sidewalks.

Methodology

For this study, the project team conducted 31 in-depth, one-on-one discussions with current SamTrans riders, sampled from a list of riders who opted into participating in future research studies with SamTrans, along with collaborative outreach with Community Based Organizations (CBOs) in the area. These discussions were conducted in English, Spanish, Chinese, and Tagalog by telephone between April 24 and May 10, 2023, using trained, professional qualitative moderators. A prescreening survey was used to identify qualified participants for the study, which focused on the following rider audiences:

- A) Seniors and people with disabilities or mobile challenges**
- B) Off-peak riders who ride in the early morning, midday, and late night**
- C) Parents and caretakers with young children**
- D) In-language interviews with Spanish, Cantonese, Mandarin, and Tagalog speakers**

Key Takeaways

The findings from these interviews highlight several common themes and recommendations for improving bus stops.

The participants in this study generally rely on SamTrans' service as their primary means of transportation.

- They depend on it to get to work, grocery shopping, appointments, and other daily needs.
- Throughout these discussions, participants expressed myriad challenges surrounding their experience while waiting for buses at SamTrans bus stops.
- Even with those challenges, they continue to depend on the service and endure those issues because they have little choice.

These riders share a common goal: spend as little time at bus stops as possible.

- For most participants, this means showing up at bus stops no more than a few minutes before the next SamTrans bus arrives, which they expect – or at least hope – will arrive consistently and predictably, if not frequently.
- If there are delays, they want to be able to reliably anticipate and plan around them so they can minimize the time they spend waiting at stops.
- Otherwise, they need to be able to find an alternative as soon as possible to avoid missing appointments or being late for work.

Safety is a prominent underlying concern for the bulk of the challenges participants face while waiting at SamTrans bus stops. They cite a wide variety of wide-ranging but interdependent safety concerns, including:

- Prolonged exposure to dangerously hot and cold weather, particularly for elderly and vulnerable riders;
- A lack of seating both for those with disabilities and mobility issues and for workers who are exhausted after long shifts;
- Unlit stops which participants directly impact personal safety with the behavior of others, as well as visibility, including one participant who needed to flag drivers down with their phone's flashlight just to make sure they are seen.

Accordingly, participants emphasized several fundamental improvements and amenities to help address their core concerns, placing the highest priority on covered shelters, seating, lighting, improvements.

- The other amenities tested – including additional trash cans, places to charge devices, bike racks, and better system maps – varied in importance and were generally considered lower priorities for most participants.

Participants attributed safety issues to a variety of contributing factors – both within and outside of SamTrans' control – but frequently drew parallels between those concerns and the need for improved lighting at bus stops.

- Participants cite a variety of other factors making them feel unsafe at SamTrans bus stops, ranging from the behavior of others nearby to a lack of visibility for on-street traffic and obstructed parking vehicles.
- Several participants believe enhancing the lighting not only improves personal safety but also visibility at bus stops, creating a more secure and comfortable environment for passengers.
- This aspect holds particular significance for female participants and those who commute during the early morning or evening hours.

Respondents consistently prioritized the installation of more covered shelters at bus stops, primarily driven by the need for protection from direct sun, rain, and wind.

- The emphasis on this improvement became even more pronounced when considering the impact of recent extreme weather conditions.

Participants near-unanimously cited a pressing need for additional seating at bus stops.

- The demand for additional seating is borne from the recognition that waiting for the bus can often be a tiring and uncomfortable experience, especially for individuals with limited mobility, commuters with physically demanding jobs, and those accompanied by young children.

Bus stop visibility also emerged as a significant issue, with emphasis on inadequate signage or markings to denote the presence of the bus stop. The absence of clear signs leads to confusion and uncertainty among passengers, as they are often unsure about the designated areas for boarding the bus. This lack of clarity not only causes inconvenience and confusion, but also worsens concerns with safety and access.

- This absence of clear signage contributes to participants' sense of uncertainty; some were unsure of where to stand in order to catch a bus in certain areas.
- Additionally, respondents pointed out that parked cars often obstruct the visibility of bus stop signs, compounding concerns with both safety and ease of access. This interference adds an

additional layer of concern for those with mobility challenges who require more direct access, both for getting to the stop directly and boarding the bus from the curb.

- Participants draw direct lines between the lack of visibility of certain stops. Some suggest taller, more obvious stop markers would help both riders trying to find the stop and non-riders who may not realize a bus stop is there.

The perceived unpredictability of bus delays and a lack of reliable real-time information render riders unable to plan around them or seek alternatives quickly enough. The resulting wait times – which can exceed an hour for several participants – significantly aggravate their core safety and comfort concerns.

- Participants' worst-case scenario is when their bus is extremely late or canceled, and they need to wait at the stop without any way of knowing when the bus will come.
- The absence of accurate and up-to-date information leaves them in a state of stress and uncertainty, which exacerbates other perceived deficiencies of the bus stop itself.

Improving and expanding real-time information – both via mobile and digitally at stops – is a crucial part of improving riders' experience at the bus stop, in tandem with infrastructure-oriented stop improvements.

- When passengers are unsure when the next bus will arrive, they cannot reliably anticipate or plan around potential delays when they need to.
- As a result, passengers find themselves needing to wait longer, making their concerns about lack of shelter, seating, and lighting even more pronounced.
- Some rely on Google and the Transit app to fill in the gaps, albeit with varying accounts of reliability and accuracy. Several mentioned the limitations of the existing SamTrans Mobile app, and generally recognize its narrower focus on fare payment.
- Participants emphatically welcomed the idea of digital real-time information postings at stops, suggesting it would be useful in setting expectations for everyone, especially those without access to smartphones or other online mobile devices.
- Improving the availability and reliability of real-time schedule information – both via online/app and at stops – goes hand in hand with addressing other deficiencies at bus stops. Participants feel improved real-time information will compliment efforts to enhance shelter, seating, lighting, and visibility, by helping to reduce uncertainty to ensure a more comfortable and convenient waiting experience for passengers.

Overall, the interplay between infrequent schedules and the lack of real-time schedule information feeds a cycle that both worsens and increases the stakes for participants' fundamental safety concerns at bus stops. Participants expect that addressing those fundamental needs for more shelter, seating, lighting, and visibility – alongside expanded real-time information – will have the greatest impact on improving the bus stop experience for those who rely on SamTrans the most.

- When people are unaware of when the next bus is coming or cannot reliably plan around delays, they are forced to wait for extended periods at the bus stop.
- Providing accurate and real-time bus arrival information, along with adequate shelter, seating options, and proper lighting, can significantly improve the waiting experience for passengers.