

CHAPTER 1 - RESIDENT TRAVEL SURVEY HIGHLIGHTS

1.1 Introduction

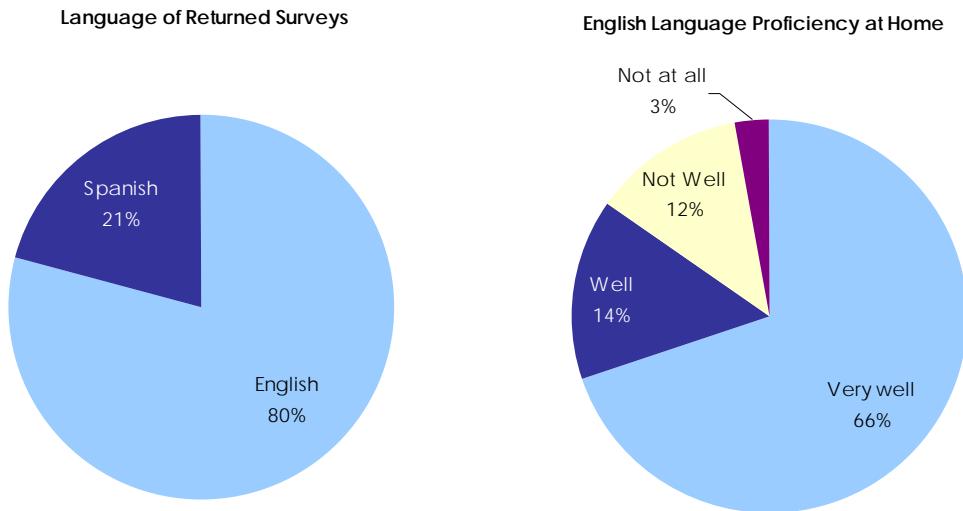
Two-hundred twenty (220) resident surveys have been returned to SamTrans as of April 19th, 2010. This is a 4% return rate (5,710 mailed). Of these, 175 (80%) were in English and 45 (21%) were in Spanish, as shown in Figure 28. The raw survey results can be found in Section 1.6 of this chapter.

Eighty-one percent of respondents were between the ages of 30 and 64. About thirty-seven percent of the respondents spoke a language other than English at home and 15% of those respondents reported that English was spoken at home “Not well” or “Not at all.” Figure 28 also shows the respondents’ English language proficiency at home.

The main findings from the resident survey results reflect the findings from the other outreach efforts. These include:

- There are three main destination areas that are difficult for North Central San Mateo residents to get to: San Mateo, San Francisco and Redwood City.
- Most of these trips are made between before 7am and 7pm.
- The most common trip purposes of the “difficult trips” are for “work”, “recreational/social”, “medical”, and “other shopping.”
- A majority of the respondents felt that obtaining transit information should be diversified options and some would prefer information in other languages.
- A majority of the respondents feel safe when waiting at their transit stops.

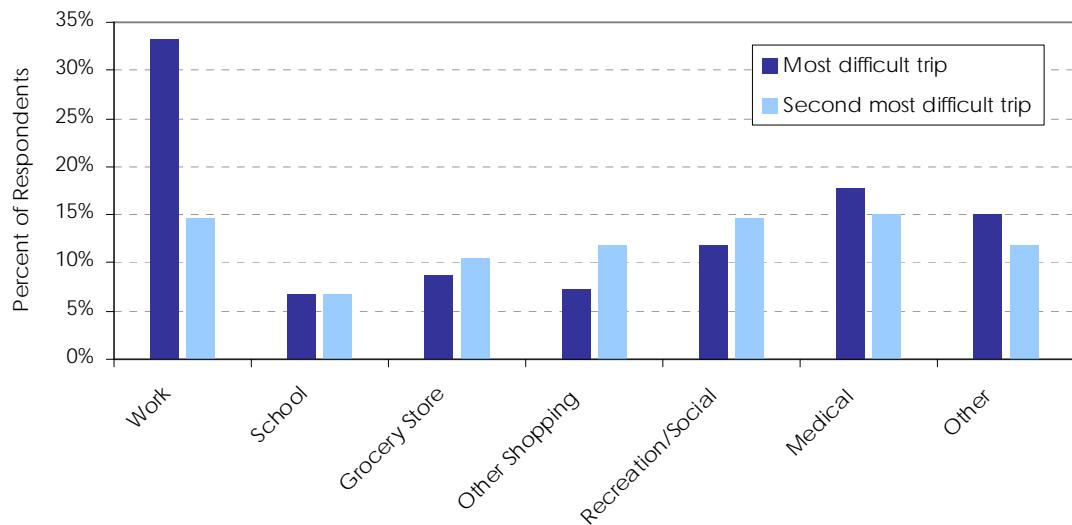
Figure 28: Language of Returned Surveys and English Language Proficiency at Home



1.2 Difficult Trips

The first portion of the resident survey focused on trips that the survey respondent felt was the “most difficult” and the “second most difficult” trips for them to make. For the “most difficult” destination the most common trip purpose was “work” and the second most common trip purpose was for “medical”. For the “second most difficult” trip the most common trip purpose was for “medical” and the second most common trip purpose was between “work” and “recreation/social” (see Figure 29 below).

Figure 29: “Difficult Trip” by Trip Purpose



1.3 Destinations

Many of the destinations of North Central San Mateo residents’ “Difficult Trips” were concentrated in three areas: San Francisco, San Mateo, and Redwood City. The following figures show the time of day and mode of travel for respondents who listed destinations in these three areas as their “difficult trips”.

San Francisco

The most “Difficult Trips” made to San Francisco were during the hours of 7am to 9am and 4pm to 9pm (

Figure 30). Slightly less than half the total trips (47%) were made during the weekends, versus the weekdays. The majority of respondents felt that BART was their best mode of transit at 24% followed by SamTrans at 22% and Caltrain at 20% (Figure 31). The main destinations were: Downtown San Francisco, various localities in San Francisco, and San Francisco Airport.

Figure 30: Time of Day for “Difficult Trips” to San Francisco

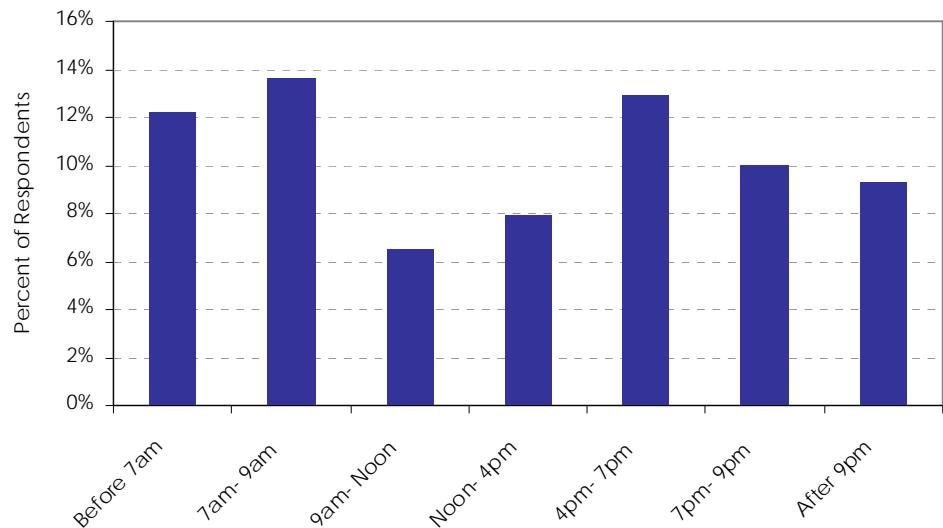
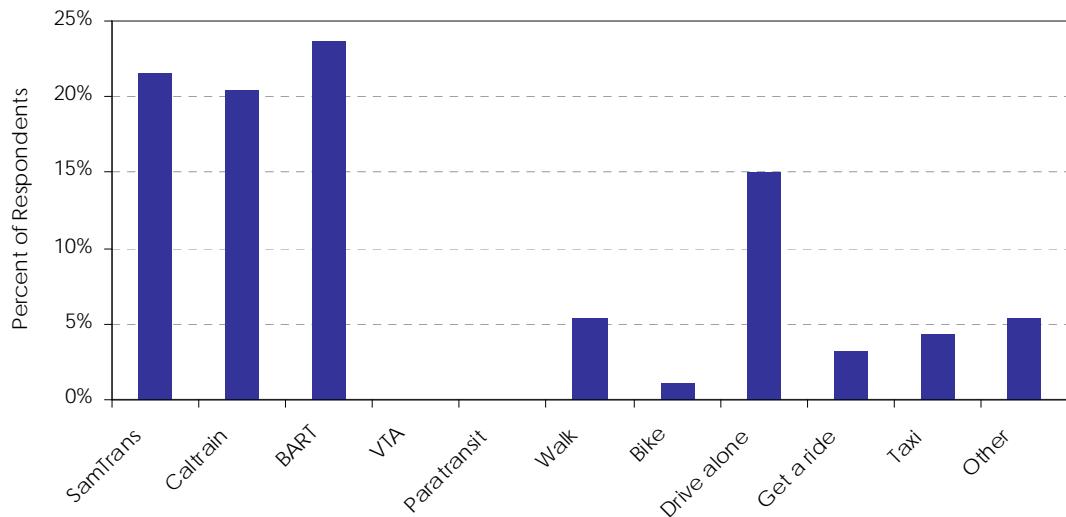


Figure 31: Mode of Travel for “Difficult Trips” to San Francisco



San Mateo

The most “Difficult Trips” made to San Mateo were between 7am and 7pm (Figure 32). A majority of the trips, 71%, were made during the week, while 29% were made during the weekend. The main destinations were: various destinations in San Mateo, schools and going to the hospital. The majority of respondents felt that SamTrans was the best mode of transit at 45% followed by driving alone at 20% and walking at 15% (Figure 33).

Figure 32: Time of Day for “Difficult Trips” to San Mateo

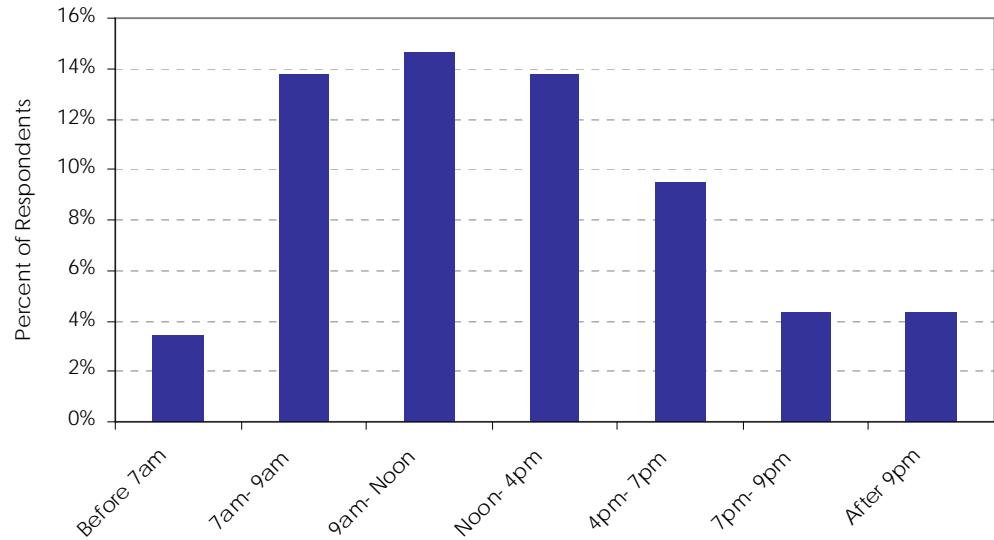
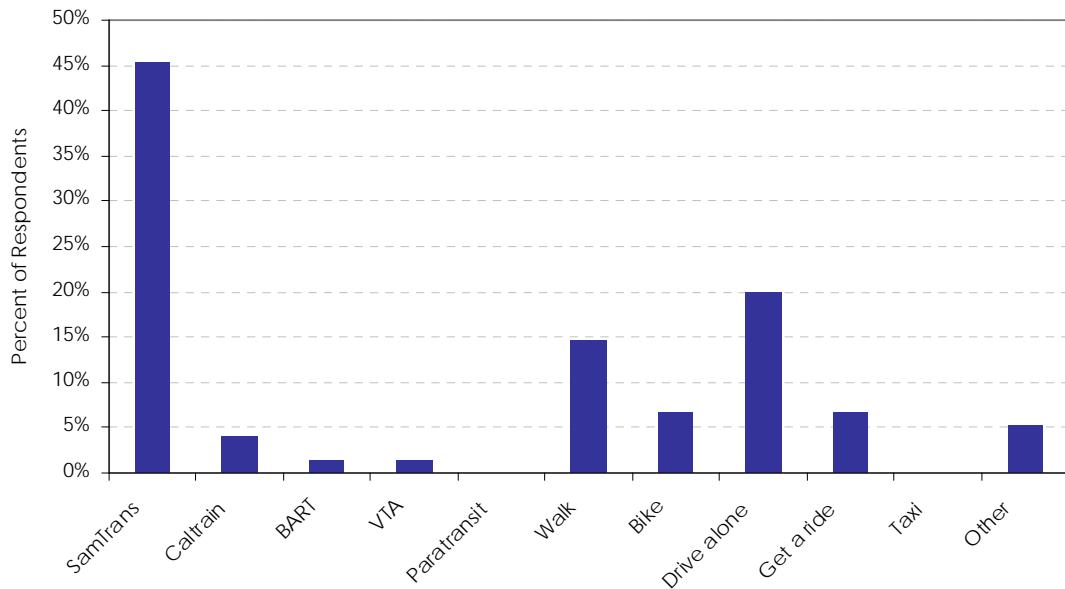


Figure 33: Mode of Travel for “Difficult Trips” to San Mateo



Redwood City

The majority of the “Difficult Trips” made to Redwood City were made between 7am-noon and 4pm-7pm (Figure 34). The majority were made during the weekday (69%) followed by the weekend at 31%. The main destinations were: Hospitals (Kaiser Permanente, Stanford University Health Clinic and Sequoia Hospital) and various localities in Redwood City. The majority of respondents felt that driving alone was the best mode of transit at 35% followed by SamTrans at 19% and Caltrain at 15% (Figure 35).

Figure 34: Time of Day for “Difficult Trips” to Redwood City

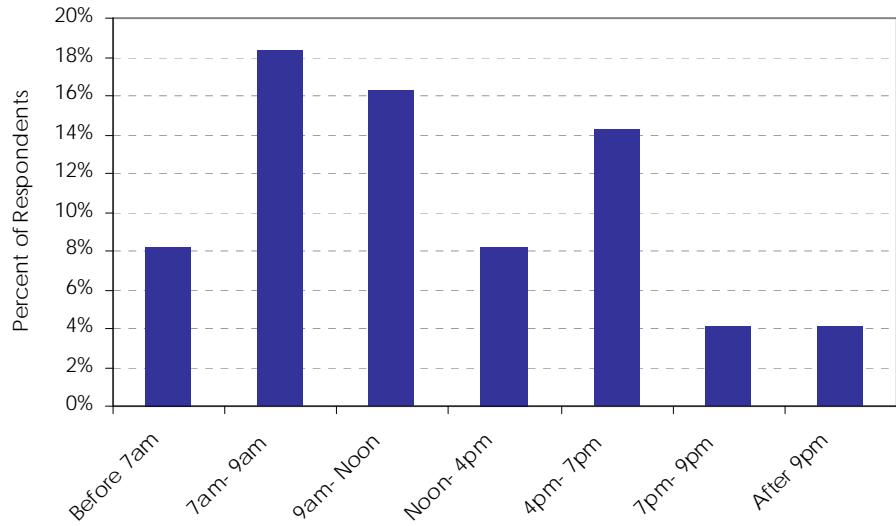
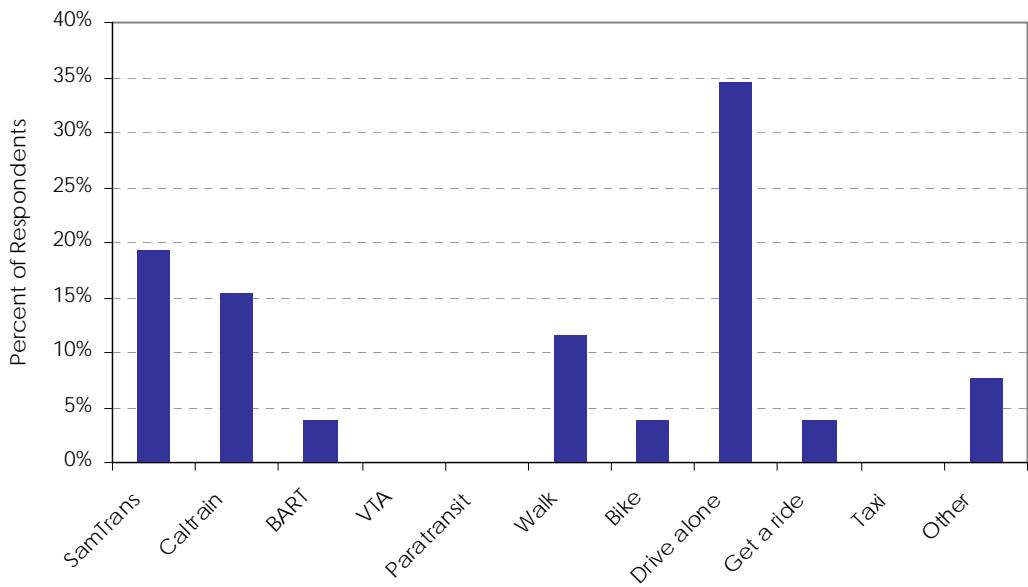


Figure 35: Mode of Travel for “Difficult Trips” to Redwood City



1.4 Information and Safety

When asked about where it would be the best place to learn about public transportation in the area, 25% of respondents reported over the “Internet” (Figure 36). Other popular choices were “At Transit Stops” (18%), “On Buses” (15%), and at the “Library” (12%). Additionally, when asked what their preferred language is for public transit information, 73% chose English, 22% chose Spanish, 6% chose Other, and 1% chose Chinese.

When asked about how safe they feel waiting at their transit stop, 18% of respondents chose “Somewhat Unsafe” and 9% felt “Very Unsafe” (Figure 37). When respondents were asked about their closest transit stop, 77% said they knew their closest transit stop and 23% said that they did not know the closest stop.

Figure 36: Best Way to Learn About Public Transportation

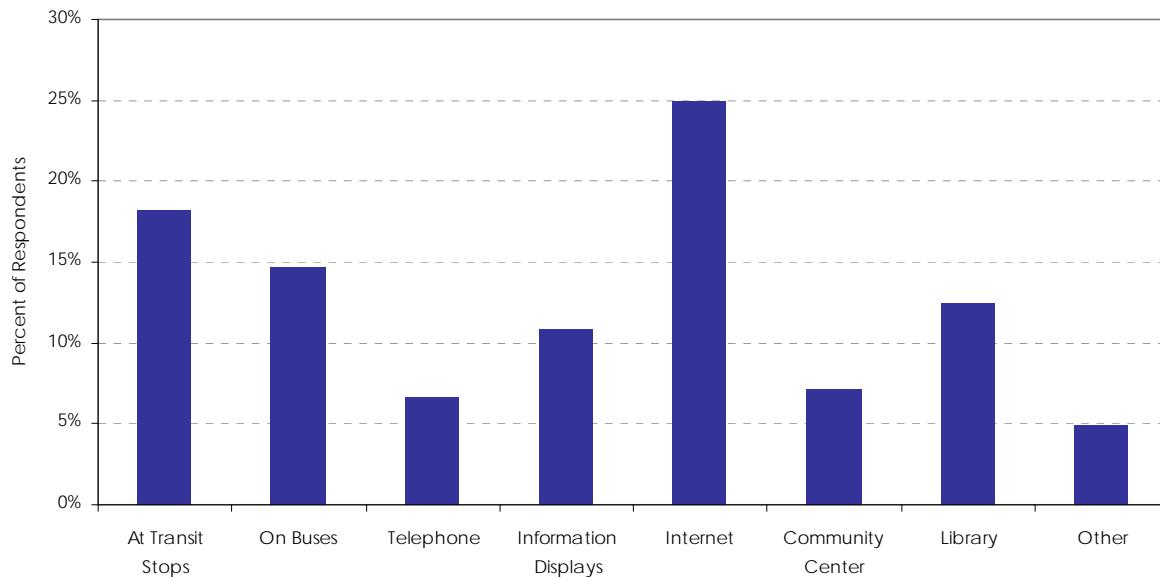
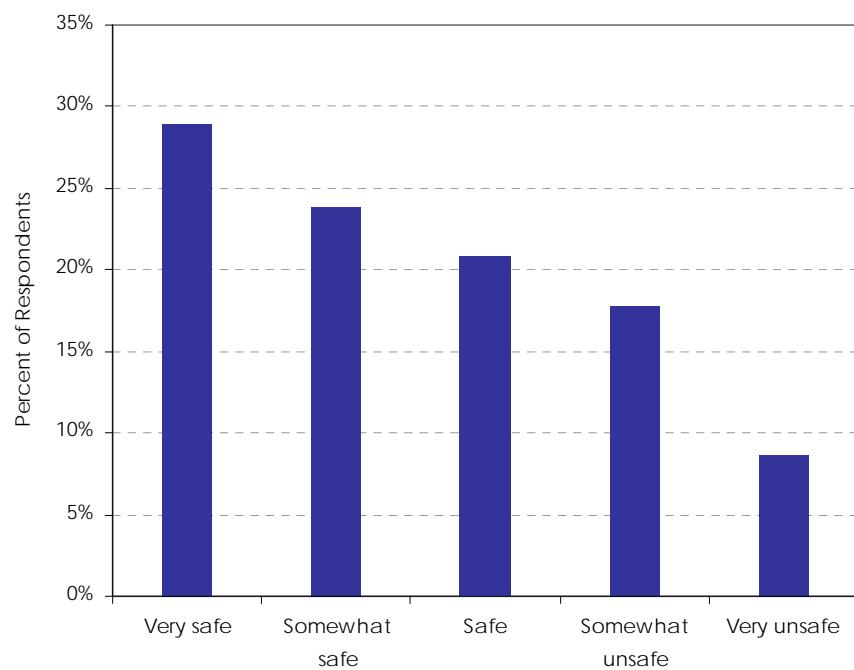


Figure 37: Feeling of Safety While Waiting At Transit Stops



1.5 Common Walking or Bicycling Routes and Problem Areas

The second portion of the resident survey focused on the most common walking or bicycling routes and problem areas that many residents feel need to be improved within the North Central San Mateo community. Maps illustrating these problem areas can be found in Chapter 4 of the main report.

1.6 Resident Travel Survey – Raw Results

These raw survey results are based on 220 returned surveys. A blank survey is shown in Figure 38 on page 78.

Q1. I have a car or ride with someone to make:

Most of my trips	35%	(78)
All of my trips	25%	(56)
Occasionally	24%	(52)
None of my trips	9%	(20)

Q2. The Most difficult trip I make is to (check one):

Work	33%	(73)
Medical	18%	(39)
Other	15%	(33)
Recreation/Social	12%	(26)
Grocery Store	9%	(19)
Other Shopping	7%	(16)
School	7%	(15)

Q3. Why is this trip difficult?

Multiple buses to work Have to travel with my child Because I don't drive Access to CSM through public transportation isn't direct Because I use it frequently Distance Distance Because I hate my job Roads keep getting more crowded The Distance plus I feel a car is the only way getting there Hard to find parking KX bus schedule reduction 50 miles away Catching up 1st trip of 251 to Foster City, 292 from Foster City always late Because the bus is late It's far and it takes a long time Traffic on Hwy 101 Two freeways The Distance plus I feel a car is the only way getting there Time, Caltrain unreliable, traffic Poorly worded survey Traffic Because I have to take two buses and it cost too much money Parking Traffic jam until Ralston 101 South and North	Longer distance to Menlo Park Destination is far and public transportation is poor Shopping in San Francisco is difficult because of the parking situation So far Heavy traffic Traffic on Hwy 101, usually between SFO and San Mateo The Doctor is far away and I have a lot of bags Local transit is too time consuming with lack of availability Transbay so I need to transfer buses Because its during the time I have to go to work Traffic Due to timing Because I have to get on the freeway Because I have to take the freeway No service to the destination Sometimes it is far away Time consuming and no bus stops nearby Not enough sufficient buses Where I get dropped off I still have to walk back to my destination I have to walk back to get to my work I don't have a car and don't drive anymore Farther Construction, in the area 3rd Ave, San Mateo - No Easy Access- Don't drive on Hwy or long 5 hour trips Bus taking to long to come The timing
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Don't go alone harder to ride the buses	Hour for bus
Distance to travel	it's time consuming
Distance	It takes way too long to make connections or take the local bus
Travel across the bay to San Leandro	Longest distance, daily, light traffic
I have to find own way to the airport with luggage when I travel	Location
Traffic	Can't read
Weather	Far away and sit in traffic
Distance - car needed	Traffic and roads
Farthest distance	It's the farthest in Red Wood City. I work only two miles away
Sometimes the bus doesn't pass on time	Not enough room
My ride doesn't like to go there	Waiting for the bus
BART is too far away to parking _____ of San Mateo	Lots to carry
Distance	Because I bring my child and it's difficult to bring my bags and child at the same time
Various location quite a distance for transportation	One mile walk to work
It's the longest	Parking
Because too many people wait for the bus in the morning from 6:30am- 7:45am	I walk a lot to the San Mateo Caltrain Station, and afterwards I walk to the hospital
Usually it's in SF and there's limited transportation at night	Traffic difficult at key periods- cost of gas
Distance	No public transit that goes to where I work- I have to fight traffic
No car	Longer drive, parking in San Francisco
Too much stuff to carry	Have to pay a toll to cross the San Mateo Bridge
I have to walk a few blocks from the bus stop to the medical	Go at night
The train	Because I have to do it daily
Traffic to San Francisco, public transit too expensive, parking is hard	Usually longer rides
Not many routes nearby have to drive	Parking
Need to transfer bus	Up and down the peninsula
Curing rush hour, like a fee for the morning and the afternoon	Expensive
Routes not near start and stop points; time consuming	It is further and more complicated than most of my other trips (like shopping).
Because a lot of people who are sick need to go to the hospital	The school that is 3 blocks away won't let her go there. I am also not ok with here taking a school bus for here first year in school its all the way next to 39th Ave
Because of parking	It requires a car or other suitable means to transport the groceries back to my house.
Various distances, hills, traffic, pot holes	The buses around my neighborhood are not very convenient, as I commute regularly with SamTrans to San Francisco to attend school.
Availability of parking	Prior to the introduction of route 359, going to the Millbrae BART station by bus alone would take at least forty minutes (approx. 90-100 min., if I take the full trip to Daly City BART). It now takes roughly ten, but as the 359 was once an express route, I either have to wake up much earlier than needed, or am waiting at the BART station for an extended period of time to catch the bus.
Because I have to use a wheelchair or a walker	I either have to find someone to give me a ride or take the bus (292)
Elimination of RX and PX routes and reduction of KX frequencies	Because I don't drive and I have to take the bus
Getting hassled by the conductor	
No public transportation	
Getting where I needed to be on time	
No connection that's close and fast	
Because of the time one needs	
Furthest	
Because I have groceries bags	
No parking space	
Long distance- traffic	
SamTrans eliminated express buses to San Francisco	
Distance and traffic	
Distance	

Q4. When do you make this trip? (Check all that apply)

Weekdays	43%	(94)
7am- 9am	34%	(75)
Weekends	30%	(65)
4pm- 7pm	28%	(62)
9am- Noon	28%	(61)
Noon- 4pm	27%	(59)
Before 7am	20%	(32)
7pm- 9pm	14%	(31)
After 9pm	14%	(31)

Q5. How often do you make this trip? (check one)

4 to 5 days per week	32%	(71)
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Once a week or less	31%	(68)
2 to 3 days per week	18%	(40)
6 to 7 days per week	7%	(16)

Q6. Where is your final destination for this trip?

By City:

San Francisco	63
San Mateo	51
Redwood City	19
Foster City	6
South San Francisco	6
Palo Alto	5
San Jose	5
Daly City	4
Hayward	2
Menlo Park	2
Santa Clara	2
Concord	1
Cupertino	1
Las Vegas	1
Pleasant Hill	1
San Diego	1
San Leandro	1
Woodside	1
Stockton	0

Q7. How do you get there?

SamTrans	41%	(91)
Drive alone	36%	(79)
Caltrain	18%	(40)
BART	17%	(28)
Bike	15%	(12)
Get a ride	14%	(30)
Walk	14%	(30)
Other	8%	(18)
Taxi	3%	(6)
VTA	1%	(3)
Paratransit	0%	(0)

Q8. Why do you travel this way? (Check ALL that apply)

Most Convenient	41%	(90)
No Other Choice	32%	(70)
Cost	27%	(59)
Faster than	27%	(60)
Cost of Parking	17%	(38)

Lack of Parking	16%	(35)
Other	11%	(24)

Q9. How would you **prefer** to travel for this trip? (Check ONE)

SamTrans	36%	(80)
Drive alone	24%	(53)
Caltrain	15%	(34)
Get a ride	13%	(28)
Other	11%	(25)
Paratransit	3%	(7)
Bike	2%	(5)
Walk	2%	(5)
Taxi	2%	(4)

Q10. The SECOND most difficult trip I make is to:

Recreation/Social	15%	(32)
Work	15%	(32)
Medical	15%	(33)
Other	12%	(26)
Other Shopping	12%	(26)
Grocery Store	10%	(23)
School	7%	(15)

Q11. Why is this trip difficult?

<p>Too long</p> <p>Restrictions- walk= 1/2 mile per day; driving = no hazard, on medication, no night driving; short trips only, etc.</p> <p>Bus only runs on El Camino and parking is terrible</p> <p>You can not travel too far away on public transit</p> <p>Hwy 101 congestion on the 101</p> <p>Traffic on Hwy 101</p> <p>Long walk</p> <p>I have to transfer in Palo Alto</p> <p>I get dropped off many blocks away from my hospital</p> <p>Because there aren't any other bus stops closer to the hospital</p> <p>Distance and traffic</p> <p>Because sometimes the bus take too long to come and I arrive late to where I want to go</p> <p>I have to walk from Humboldt Street to El Camino Real</p> <p>Mileage and traffic</p> <p>Only one leg</p> <p>Over bridge and paying tolls, traffic on Hwy 101-S</p> <p>Not all buses go to the same parts of San Francisco</p> <p>Have to drop off child at Daycare</p> <p>Very far away and looking for parking takes too much time</p> <p>Too much traffic</p> <p>Traffic occasionally</p> <p>I walk a long way to the bus stop</p> <p>Distance</p> <p>No inexpensive public transportation</p> <p>Not used to it</p> <p>Parking</p> <p>The only other trip I make besides grocery, which isn't difficult at all</p> <p>Crowded</p> <p>Timing of bus, Long bus ride</p>	<p>Taking Multiple Buses</p> <p>Have to take a bus to drop off my child and another to get to work</p> <p>I go to Kaiser Hospital in Hayward</p> <p>Not that many buses heading at that direction</p> <p>Because of the time the bus passes and the distance</p> <p>Distance</p> <p>lack of schedule information (not posted) & telephone information number not working</p> <p>To the hospital because many people walk sick</p> <p>Traffic</p> <p>I need to drive because I can't safely transport groceries and children on foot or on a bike.</p> <p>If going to San Francisco or the South Bay, factors include traffic, parking, and accessibility to Caltrain. East Bay trips are even more difficult.</p> <p>Some of the routes, due to running through neighborhoods, feel a little too roundabout (much like the short-lived modified 250 route that went by the San Mateo County Courthouse, as well as San Mateo High School).</p> <p>Long Distance</p> <p>Traffic on Hwy 101</p> <p>Traffic to and from work</p> <p>Because I don't drive and I have to take the bus</p> <p>Out of town</p> <p>Because of traffic</p> <p>Traffic, distance, pot holes</p> <p>No public transit available</p> <p>My daughter can't take me to church on Sundays</p> <p>Multiple Stops so a car is needed</p> <p>Trains stop at midnight</p> <p>No public transit</p>
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Because sometimes I can't take the baby carriage	My legs hurt have to walk to get to the bus, lots of blocks
Traffic	Because it's a top of a mountain
Sometimes I had been waiting for around an hour	Traffic, bags
Because I have to be at school by 8am	Traffic
No other trip difficult	Because I walk to the bus stop
Must drive, no public transit	Because the bus passes by every hour (bus 295)
No routes	Lack of time
SamTrans not always on time	Same jam in traffic
Because the bus is late	Carrying items at home
Time	2+ hour drive to casino
Distance and Parking	In Redwood City
Parking situation	Traffic on Hwy 101
Usual time for working public	Poor public transportation
Difficult for parking	Transbay and a lot of transfer and walking
Traffic and farther	Traffic
Bus takes a long time to get there with bags	Because it's too far away
No direct service	Because I have to take the freeway

Q12. When do you make this trip? (Check ALL that apply)

Weekends	30%	(66)
Weekdays	29%	(63)
9am- Noon	29%	(63)
Noon- 4pm	21%	(47)
7am- 9am	21%	(46)
4pm- 7pm	17%	(37)
7pm- 9pm	13%	(29)
Before 7am	7%	(15)
After 9pm	6%	(13)

Q13. How **often** do you make this trip? (Check ONE)

Once a week or less	34%	(75)
4 to 5 days per week	16%	(36)
2 to 3 days per week	15%	(32)
6 to 7 days per week	6%	(14)

Q14. Where is your final destination for this difficult trip?

By City:

San Mateo	55
San Francisco	21
Redwood City	11
Palo Alto	8
Foster City	6
Fremont	4
Burlingame	3
Millbrae	3
Hayward	2
San Carlos	2
Belmont	1
Half Moon Bay	1
Hillsdale	1

San Jose	1
Mountain View	0

Q15. How do you get there?

Drive alone	32%	(70)
SamTrans	27%	(59)
Walk	12%	(27)
Get a ride	11%	(25)
Caltrain	11%	(24)
Other	9%	(14)
BART	7%	(16)
Bike	3%	(6)
Bike	3%	(6)
VTA	1%	(2)
Paratransit	1%	(1)

Q16. Why do you travel this way? (Check ALL that apply)

Most Convenient	36%	(80)
No Other Choice	29%	(64)
Faster than	20%	(44)
Cost	14%	(30)
Cost of Parking	5%	(11)
Other	5%	(11)
Lack of Parking	4%	(9)

Q17. How would you **prefer** to travel for this trip? (Check ONE)

SamTrans	26%	(58)
Drive alone	17%	(37)
Caltrain	11%	(25)
Other	9%	(19)
Get a ride	8%	(18)
Bike	4%	(9)
Walk	4%	(8)
Paratransit	1%	(3)
Taxi	1%	(3)

Q18. Do you know the **transit stop or route** closest to your home?

Yes	77%	(156)
No	23%	(46)

Q19. How safe do you feel waiting at your transit stop?

Very safe	29%	(57)
Somewhat Safe	24%	(47)

Safe	21%	(41)
Somewhat unsafe	18%	(35)
Very unsafe	9%	(17)

Q20. What **improvements** would you most like to see to your transit stop?

Bus Shelter	24%	(34)
Seating	17%	(24)
Lighting	15%	(21)
Frequent Service	13%	(18)
Security	11%	(15)
Bus Schedules	6%	(8)
Signage	4%	(6)
Cleaner Transit Stops	4%	(5)
More Buses	2%	(3)
Reduced Loitering	2%	(3)
Curb Markings	1%	(2)
Parking	1%	(2)
Traffic Signals	1%	(1)
Trash Cans	1%	(1)

Q21. Does the cost of transit ever prevent you from making trips?

No	61%	(135)
Yes	28%	(61)

Q22. If you **do not take public transit** for some or all of your trips, what is the primary **reason**?

Convenience	20%	(33)
Time	16%	(26)
Cost	15%	(24)
Use a Car	12%	(19)
Infrequency of Bus	10%	(17)
No Stops at Destinations	7%	(12)
Get a Ride	5%	(9)
Safety	4%	(7)
Late Bus	2%	(4)
Parking	2%	(3)
Transferring Between Multiple Buses	2%	(3)
Walk	2%	(3)
Work	1%	(2)
Study	1%	(1)
Mood	1%	(1)

Q23. Where would be the **best way for you to learn** about public transit?

Internet	25%	(112)
At transit stops	18%	(82)
On buses	15%	(66)
Library	12%	(56)
Information Displays	11%	(49)

Community Center	7%	(32)
Telephone	7%	(30)
Other	5%	(22)

Q24. What **language** would you prefer the information be in?

English	73%	(160)
Spanish	22%	(48)
Other	6%	(13)
Chinese	1%	(3)

Q25. Please draw your most common **walking or bicycling route** on the map. Also circle and number any **problem areas** (such as dangerous locations etc.) and explain below.

Refer to Section 1.5 – Common Walking and Bicycling Routes and Problem Areas (page 69).

Q26. Please explain the problem areas you marked above.

The responses to Q26 are still being processed. They will be mapped and utilized as a factor for recommending specific roadway/ped/bike improvements.

Q27. Please rank, 1 being the most effective and 9 being the least, which of the following improvements would make it easier for you to make trips by walking or bicycling?

Lighting	1st	2.78	(334)
Crosswalks	2nd	3.23	(336)
Other	3rd	3.28	(141)
Bicycle Lanes	4th	3.52	(324)
Sidewalk Improvements	5th	3.57	(361)
Slowing Traffic	6th	4.26	(383)
Bicycle route Signs	7th	4.35	(365)
Road Pavement Improvements	8th	4.43	(412)
Corner Curb Ramps	9th	4.54	(304)

Q28. Overall, what transportation improvements are most important to you?

More Bus Service/Frequency	23%	(50)
Bike Facility Improvements	9%	(20)
Lighting	8%	(17)
Road Improvements	7%	(16)
Safety	7%	(15)
Better Route/Service	6%	(13)
Caltrain Improvements	6%	(13)
Bus Schedule Improvements	4%	(9)
Bus Shelters	4%	(8)
Traffic Improvements	3%	(7)
Transit Cost	3%	(7)

Closer Bus Stops	2%	(5)
Shuttle	2%	(5)
BART to San Mateo	2%	(4)
Cleaner Streets	2%	(4)
Express Bus during Commute Hours	2%	(4)
Lower Fares	2%	(4)
Cleaner Buses	1%	(3)
Different Modes of Travel	1%	(3)
Green Technology/Less Pollution	1%	(3)
Taxis/Get a Ride	1%	(3)
BART Service Improvements	1%	(2)
Bus to College of San Mateo	1%	(2)
Translink/Regional Transit Pass	1%	(1)

Q29. Which of the following age groups are you?

30 to 49	37%	(82)
50 to 64	26%	(58)
65 and over	18%	(39)
18 to 29	12%	(26)
13 to 17	4%	(8)
Under 13	1%	(3)

Q30. Which **languages** are spoken in your home? (Check all that apply)

English	83%	(182)
Spanish	34%	(74)
Other	6%	(13)
Mandarin	5%	(10)
Cantonese	4%	(8)
Tagalog	1%	(3)
Vietnamese	0%	(0)
Tongan or Samoan	0%	(0)

Q31. In your home, is **English** spoken:

Very well	66%	(145)
Well	14%	(31)
Not Well	12%	(26)
Not at all	3%	(6)

Figure 38: Resident Travel Survey

santrans
[redacted]C/CAC
Community-Based Transportation Plan

28. Overall, what transportation improvements are most important to you?

[redacted]

Please tell us about YOU

29. Which of the following age groups are you in?

Under 13 18 to 29 50 to 64
 13 to 17 30 to 49 65 and over

30. Which languages are spoken in your home?

(check ALL that apply)

English Spanish Tongan or Samoan
 Cantonese Tagalog Vietnamese
 Mandarin Other - specify: _____

31. In your home, is English spoken:

Very well Well Not well Not at all

32. Comments: _____

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



Affix self-stick strip here.

Optional and Confidential
Enter to win one of three \$100 gift card!

Name _____
Address _____
City _____

Phone number _____ E-mail _____

Thank you for completing this survey. Please return it by mail to us by April 2, 2010. No postage necessary.

Seal the survey closed with the self-stick strip and drop it in any U.S. mailbox. If you would prefer to take this survey online, go to www.samtrans.com/samtranscoub or if you have any questions regarding the North Central San Mateo Community-Based Transportation Plan, please contact Emily Avery at 650-508-6327 or averye@samtrans.com.

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BUSINESS REPLY MAIL
FIRST CLASS MAIL PERMIT NO. 15 SAN CARLOS CA
POSTAGE WILL BE PAID BY ADDRESSEE

Dear Community Member,

SamTrans and the City of San Mateo are seeking input to identify transportation needs for the North Central San Mateo community. The information gathered from this survey will be used to plan the transportation services for your community. Please take a moment to complete the following survey for this very important project and return it by April 2, 2010.

You may choose to enter a drawing to win one of three \$100 gift cards by completing the survey and filling in the information at the end. You must be 13 or older to fill out this survey and be eligible for the prize.

Your responses are confidential and will be used for statistical purposes only. One survey per resident.

Please tell us about your trips

1. I have a car or ride with someone to make:

All of my trips Most of my trips
 Occasionally None of my trips

2. The **MOST** difficult trip I make is to: (check ONE)

Work Grocery Store Recreation/Social
 School Other Shopping Medical
 Other - specify: _____

3. Why is this trip difficult? _____

4. When do you make this trip? (check ALL that apply)

Before 7 am 4 pm - 7 pm Weekdays
 7 am - 9 am 7 pm - 9 pm Weekends
 9 am - noon After 9 pm
 Noon - 4 pm

5. How often do you make this trip? (check ONE)

Once a week or less 4 to 5 days per week
 2 to 3 days per week 6 to 7 days per week

-1- Please open

