



Southeast San Francisco

# Mobility Hubs Plan

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Prepared with support by:



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# Executive Summary

The Southeast San Francisco Mobility Hub Plan documents transportation, public space, and community needs at several key locations across the Southeast of the City. While the plan includes four sites—Balboa Park, Mendell Plaza, Bayshore Caltrain, and a template Mobility Hub Kit of Parts at India Basin—the effort is primarily focused on Balboa Park and Mendell Plaza.

- **Balboa Park:** A regional multimodal station requiring infrastructure, access, and wayfinding improvements across a complex, multiagency environment.
- **Mendell Plaza:** A neighborhood civic space and local mobility node where basic amenities and public space management are addressed alongside transportation needs.

Because these two locations serve fundamentally different roles, operational contexts, and community needs, each functions as a standalone plan within the broader Southeast Mobility Hub framework. The plan is funded through the Metropolitan Transportation Commission's (MTC) Mobility Hub Pilot Grant Program.

## What is a Mobility Hub?

Mobility hubs are places that bring together different transportation options: public transit, bike share, car share, and walking, among others. Amenities are provided that make it safer, comfortable, convenient, and accessible for people to get where they want to go without a private vehicle. Beyond transportation options, the urban design of mobility hubs makes travel without a private vehicle more enjoyable and inspiring. People are enticed to linger and enjoy their experience, stretch their time, and grow pride in their community. They are places to be in, rather than just pass through.

## Purpose of the Mobility Hub Plan

The plan evaluates current mobility conditions, identifies challenges through targeted outreach and onsite assessment, and develops near and long-term recommendations based on community priorities. The plan reflects the preferences of Southeast San Francisco residents, students, workers, and people with disabilities. Survey

results and onsite interviews consistently highlighted the need for safer walking routes, clearer wayfinding, improved lighting, more comfortable transit waiting environments, and access to essential amenities.

# Balboa Park Mobility Hub

Balboa Park is one of the region's most heavily used transit nodes, serving BART, Muni Metro, and several bus routes within a busy urban environment shaped by freeway ramps, high-volume streets, and adjacent rail yards. Despite the concentration of transit services, the station area is difficult to navigate, physically fragmented, and lacking amenities that support safe and intuitive travel.

## Key Issues

Feedback from station users, community organizations, students, and agency partners identifies consistent challenges:

- **Fragmented wayfinding** between BART, Muni Metro, and bus stops, resulting in confusing transfers and unclear paths.
- **Poor pedestrian conditions** including long crossings, narrow sidewalks, and exposure to high traffic volumes.
- **Limited plaza activation** and lack of community use of the space beyond transportation.
- **Accessibility concerns** related to indirect routes, inconsistent lighting, and unreliable vertical circulation.

These issues have been documented repeatedly across earlier plans and are reinforced by station area observations conducted for this effort.

## Recommendations

The proposed Balboa Park Station Mobility Hub incorporates the improvements listed below:

- Improve bus stops with consistent amenities throughout—including shelters, seating, and arrival time displays.
- Pilot programmed kiosks for local vendors/ community services with previously discussed activation like Farmer's Markets, Food Vendors and managed seating amenities.
- Expand secure bike parking
- Install on-street EV charging and dedicated carshare stalls
- Provide common carrier package lockers near the station entrance
- Launch wheelchair repair station pilot (staffed, indoor location preferred)
- Add escalator and elevator access at the southern station entrance



Muni train leaving Balboa Park station.

Additional opportunities for improvements in the area include the following:

- Pursue plaza redesign with seating clusters, shade, and public art to strengthen sense of place
- Activate the Geneva Car Barn as a cultural and mobility services anchor and community destination
- Implement recommendations from the Biking and Rolling Plan, including a shared use path on the north side of the Ocean Avenue bridge over I-280 and a new bike-pedestrian bridge over the southbound I-280 off-ramp
- Encourage school- and community-based activation through music performances, student-led community service, and education initiatives

Balboa Park recommendations align closely with existing studies and reflect broad consensus among riders and agency partners regarding persistent needs.

## Mendell Plaza Mobility Hub

Mendell Plaza anchors the 3rd Street Corridor in the Bayview and functions as both a civic gathering point and a daily mobility node. Pre-pandemic, the plaza was active as a gathering space and a site for arts and

cultural events. However, since the pandemic, it has experienced declining maintenance, storefront vacancies, and a takeover for vehicle parking. Despite these conditions, the plaza continues to serve a high volume of riders throughout the day across multiple Muni routes.

Community feedback was clear that **basic amenities and safety** must be addressed before mobility improvements can be meaningful.

### Key Issues

Onsite interviews, tabling events, and conversations with community organizations consistently emphasized:

- **Public restrooms** as the primary need.

- Daily **cleaning and maintenance gaps**, including damaged tree wells and litter.
- **Lighting and safety concerns** across the plaza.
- Function as an **informal parking lot** eroding the plaza's identity as a pedestrian space.
- **Vacant storefronts** contribute to visibility and safety challenges.

Community organizations also highlighted the importance of historic identity, economic vitality, and cultural relevance in any future design or programming.



Mendell Plaza as it exists today.

## Recommendations

- Reinforce the plaza's pedestrian identity by repairing and managing bollards to eliminate unauthorized vehicle access.
- Restore trees and landscaping to signal an active and cared for public space.
- Establish a monitored bathroom with a management model informed by community input that provides a dignified facility to inspire caring behavior.
- Continue conversations with the community regarding interest in alternate transportation models to supplement transit access, like carshare and micromobility charging infrastructure.
- Expand bicycle parking with additional short-term racks and secure bike lockers.
- Develop a City Service Center in a vacant storefront to provide consistent municipal presence, support community needs, and help stabilize the plaza.
- Support phased programming and activation, with a focus on culturally relevant events tied to local identity.

Mendell Plaza's recommendations emphasize basic amenities, public space management, and long term community spaces grounded in neighborhood partnerships.

## Supporting Sites

### Bayshore Caltrain

The Bayshore Caltrain station is positioned for future mobility hub improvements as part of the Baylands North development. Its role within this plan is forward looking and tied to anticipated housing, employment, and public space investments.

### India Basin Mobility Hub Kit of Parts

India Basin serves as a template location demonstrating how a standardized set of mobility elements such as bike parking, EV charging, lockers, shared mobility stations, transit shelters, bikeshare, and food supportive infrastructure can be deployed across future mobility hub sites in the City.





# 1

## Introduction

The Southeast SF Mobility Hub Plan collects technical and public feedback regarding specific anchor sites, formalizes them into built environment and public programming recommendations, and organizes them into proposals for future Mobility Hub implementation funding.

# What is a Mobility Hub?

From a transportation planning perspective, mobility hubs are places that bring together different transportation options—like public transit, bike share, car share, walking—along with amenities that make it safer, comfortable, convenient, and accessible for people to get where they want to go without a private vehicle.

From a place-making perspective, mobility hubs are the areas around frequent and high-capacity transit stops that make travel without a private vehicle more enjoyable and inspiring.

In a larger spatial, temporal, and emotional context, Mobility Hubs are where people may not intend to dwell due to convenient transportation options at hand, but where they are simultaneously enticed to linger and enjoy their experience, possibly to stretch their time and grow their pride in community. They are places to explore and enjoy, not just to pass through.



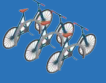




The Metropolitan Transportation Commission (MTC) Mobility Hubs Program aims to identify mobility hub locations, establish design and implementation guidance, and position implementation partners for success.

As part of this program, MTC developed the **Mobility Hubs Playbook**, a comprehensive technical assistance guide to support planning and implementation.

## MTC Mobility Hub Program Objectives

- **Coordinated Mobility:** Establish regionally consistent and community-oriented mobility hubs with contextually appropriate options, centered on convenient and affordable first- and last-mile access to frequent and high-capacity transit.
- **Climate Action:** Reduce greenhouse gas (GHG) emissions by converting low-occupancy, unsustainable vehicle trips to sustainable modes such as transit, shared mobility, biking, and walking.
- **Equitable Mobility:** Achieve equitable outcomes through low-cost, needs-based mobility and anti-displacement measures.
- **Exceptional Experience:** Create inclusive public spaces and support a high-quality customer experience with amenities and integrates wayfinding, travel information, and payment options.
- **Value:** Leverage development and mobility partnership opportunities, while targeting implementation-ready sites first and demonstrating lessons learned.
- **Safety:** Create a safe environment at mobility hubs, incorporating local and regional Vision Zero policies and improvements within mobility hub areas.

**TABLE 1** MTC Mobility Hub Kit of Parts - Anchor Services by Hub Types

Hub Type	Transit 	Shared Micromobility Services 	Long- and short-term secure bike parking 	Loading zones for ride-hail, micro/on-demand transit, and urban freight 	EV charging infrastructure for shared vehicles and micromobility 	Dedicated car share parking 	Common carrier package pickup and other efficient delivery services 
<b>Regional Downtown Hubs</b>	Service Included	Service Included	Service Included	Service Included	Service Included	Service Included	Service Included
<b>Urban District Hubs</b>	Service Included	Service Included	Service Included	Service Included	Service Included	Service Included	Service Included
<b>Emerging Urban District Hubs</b>	Service Included	Service Included	Service Included	Service Included	Service Included	Service Included	Service Included
<b>Suburban Hubs</b>	Service Included	Service Included	Service Included	Service Included	Service Included	Service Included	Service Included
<b>Pulse Hubs</b>	Service Included	Service Included	Service Included	Service Included	Service Included	Service Included	Service Not Included
<b>Opportunity Hubs</b>	Service Included	Service Not Included	Service Included	Service Not Included	Service Not Included	Service Included	Service Not Included

This table compares which anchor services are typically included at different MTC mobility hub types. (Source: MTC Mobility Hub Implementation Playbook)

# Plan Funding and Scope

The Southeast San Francisco Mobility Hub Plan is funded by the MTC's Mobility Hub Pilot Grant Program. MTC coordinates, funds and provides technical assistance for new Mobility Hubs to support first and last mile connections through access to multiple travel options. MTC awarded the SFMTA an outreach planning grant to analyze three anchor sites, collect community feedback, prioritize recommendations, and develop a template kit-of-parts that could be used for more San Francisco locations in the future. The three anchor sites include Balboa Park BART, Mendell Plaza (3rd/Palou), the Bayshore Caltrain station and the surrounding area slated for development (previously

"The Schlage Lock Development" and now "Baylands North"). The template kit-of-parts location is around India Basin Park, a new park near newhousing developments along the Hunter's Point shoreline.

The locations were selected based on several key considerations. Priority was given to sites in the Southeast area of the city to help establish a connected mobility hub network while addressing equity concerns stemming from historical disinvestment and neglect. Additional emphasis was placed on locations near existing transit hubs to strengthen multimodal connections and improve accessibility. Sites were also chosen

in areas experiencing new investment and development to ensure the mobility hubs support and integrate growth.

The equity focus of this plan aims to address how Southeast San Francisco Neighborhoods have been undersupported in development of transportation, housing, and economic development, or exploited and burdened by facilities handling waste, leading to superfund pollution sites, compared to other parts of San Francisco.

This effort seeks to move marginalized community input to the center, navigating various public jurisdictions to push for community betterment and empowerment.

## How to Use This Plan

The plan is organized into different chapters for each location. Each chapter is intended to stand alone as its own future application for Mobility Hub Implementation funding as instructed by the MTC's outreach planning grant.

Future Mobility Hub grant funding from MTC may support many near-term improvements listed in this plan. Other

future opportunities will need to be pursued. Prioritized improvements requested in this plan exceed the MTC grant amount or are not limited to Mobility Hub transportation-based improvements. The slate of improvements are documented for future funding opportunities as essential components highlighted by the communities to make their neighborhoods more sustainably vibrant.

Additionally, during this planning process, MTC shifted programming away from future Mobility Hub capital improvements. So recommendations will require alternative sources for implementation. Fortunately, this plan's significance is in no way diminished since it captures community desires, which remain and persist regardless of where the will and means to manifest them originates.

# Initial Outreach: Mobility Hub Survey

To better understand how Southeast San Francisco residents and riders, including people with disabilities, experience the transportation network today, along with what they would value in future mobility hubs, the SFMTA conducted a 15-question survey during Summer 2025. The survey was targeted towards members of the Southeast neighborhoods and the disability community, but it remained open to anyone citywide to ensure broad feedback on mobility hub concepts and public space needs.

A total of 112 respondents participated (84 complete, 28 partial). Respondents were aligned with the outreach goal of elevating Southeast and disabled voices:

- 56% live, work, or spend time in Bayview-Hunters Point; 30% in Balboa Park; 21% in Visitacion Valley; 18% in Ingleside; and 8% in Brisbane
- 49% of respondents reported having a disability affecting daily life.

The survey asked about current travel behavior, preferred modes, barriers to getting around, perceptions of transportation options, and what types of amenities, programs, and public space improvements would make a mobility hub most useful. All

detailed results are included in the Appendix; the following summarizes the most relevant findings for mobility hub planning.

## Key Findings

### How People Travel Today

- The bus is the dominant everyday mode: 53% selected it as one of their top two modes.
- 40% drive or get a ride; 29% use rail (BART, Caltrain, Muni Metro).
- When asked about preferred ways to travel, 32% would prefer to drive and 22% would prefer the bus, indicating many rely on transit out of necessity rather than choice.
- Travel time is the top factor when people decide which mode to take (74%).

### Barriers and Challenges

Respondents identified several recurring challenges when getting around their neighborhoods:

- Service isn't frequent enough (59%)
- Transportation options are too far away (39%)
- Personal safety concerns when walking or waiting for transit (28%)

- Open-ended responses also highlighted indirect routes, multiple transfers, and the cost of connecting between systems.

### Access to Transit and Shared Mobility

Respondents rated the ease or difficulty of accessing various transportation options:

- Easiest to access: Taxis and rideshare (65% rated easy)
- Also accessible: Local buses, including Muni bus and the Bayview Shuttle (56% rated easy)
- Most difficult: Caltrain (60% rated difficult), with BART also skewing negative
- Mixed results: Muni Metro
- Challenging for many: Shared micromobility (41% rated difficult)

These findings underscore a need for better first-/last-mile connections and clearer, safer access paths to regional rail.

## Improvements That Would Have the Biggest Impact

Respondents highlighted core system improvements that would improve their daily travel:

- More frequent and reliable transit (59%)
- Better walking infrastructure like wider sidewalks and safer crossings (37%)
- Better connections between home and transit stops (34%)

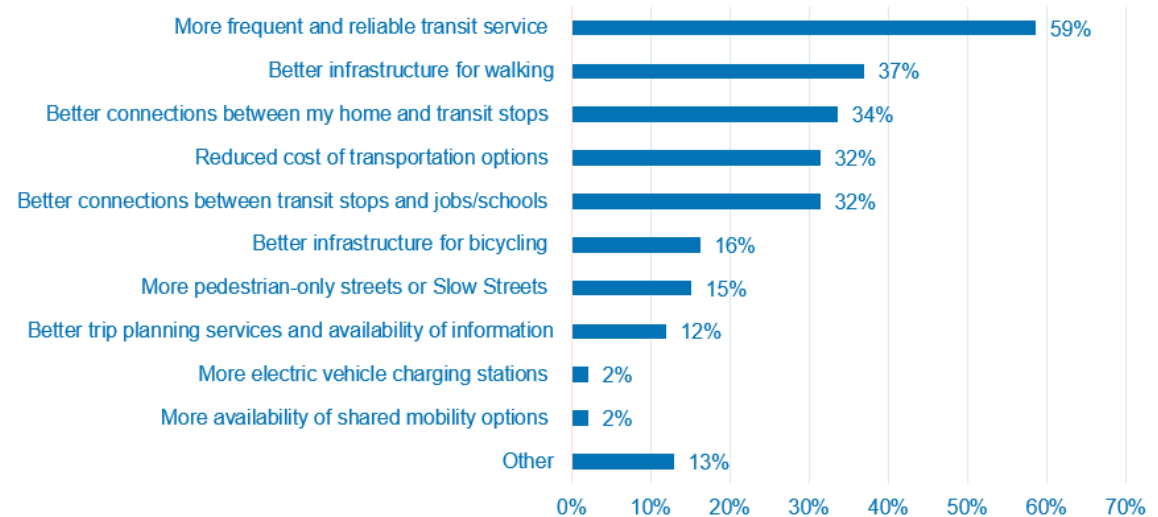
Mobility hub design should directly respond to these core expectations for reliability, safety, and legibility.

## Public Space Improvements at Mobility Hubs

The top desired public space element was better lighting (48%), followed closely by more public seating and gathering space and more public restrooms, tied at 44%. Respondents also valued trash cans, street trees, and community ambassadors to provide information and support safety.

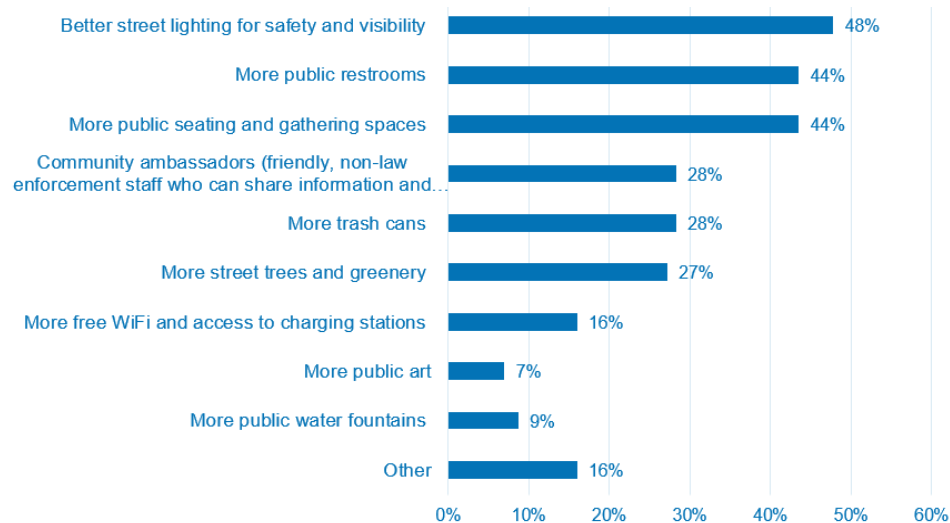
**FIGURE 1** Respondents' Preferred Transportation Improvements

What transportation improvements would have the biggest positive impact on the way you get around San Francisco?



**FIGURE 2** Respondents' Preferred Public Space Improvements

What improvements to public space would have the biggest positive impact on the way you get around in San Francisco?



## Desired Programs and Services at Mobility Hubs

Respondents showed strong interest in community-serving programs at mobility hubs, not only transportation functions:

- Farmers markets / fresh food vendors (52%)
- Access to services and information (transit help, resource navigation) (41%)
- Health services (clinics/popups) (36%)
- Senior services/programming (32%)
- Safe spaces for youth and families (30%)

Open-ended comments also expressed interest in live music, arts activation, and public meeting spaces.

## Accessibility Needs

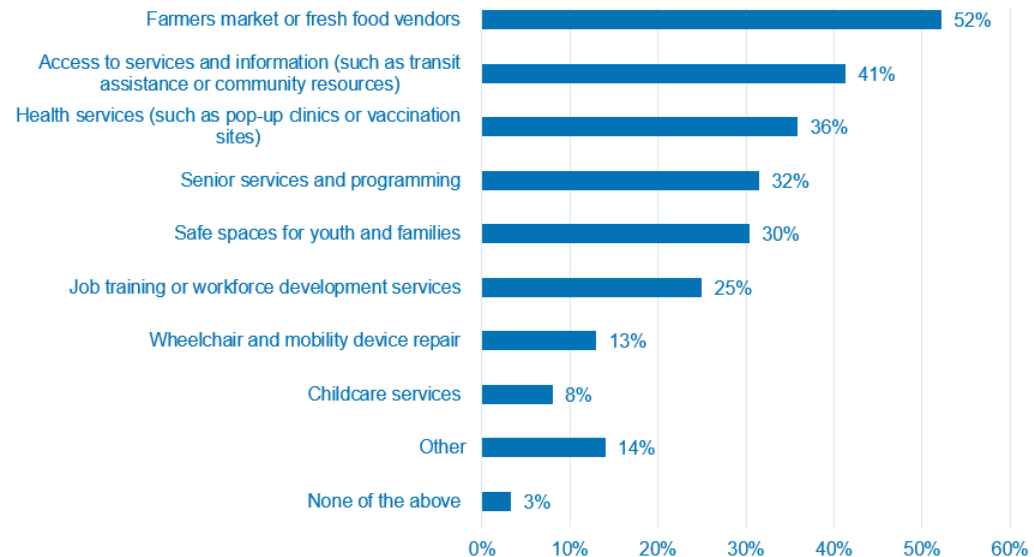
Accessibility was a major theme throughout the survey:

- 29% reported a mobility disability
- 10% reported being blind or low vision
- 3% reported a cognitive or mental impairment
- 1% reported a hearing impairment
- 6% reported another disability or disabling health condition

Respondents repeatedly requested more benches and seating; smoother, unobstructed sidewalks; reliable elevators and escalators; accessible infrastructure, including ramps;

**FIGURE 3** Respondents' Preferred Mobility Hub Services

**What types of programs or services would be most useful at a mobility hub?**



and better enforcement of scooters and bikes blocking sidewalks. This strongly reinforces the need for universal design driven mobility hub elements.



1080

1000



# **Balboa Park Site Analysis**

# Background and Context

## Overview

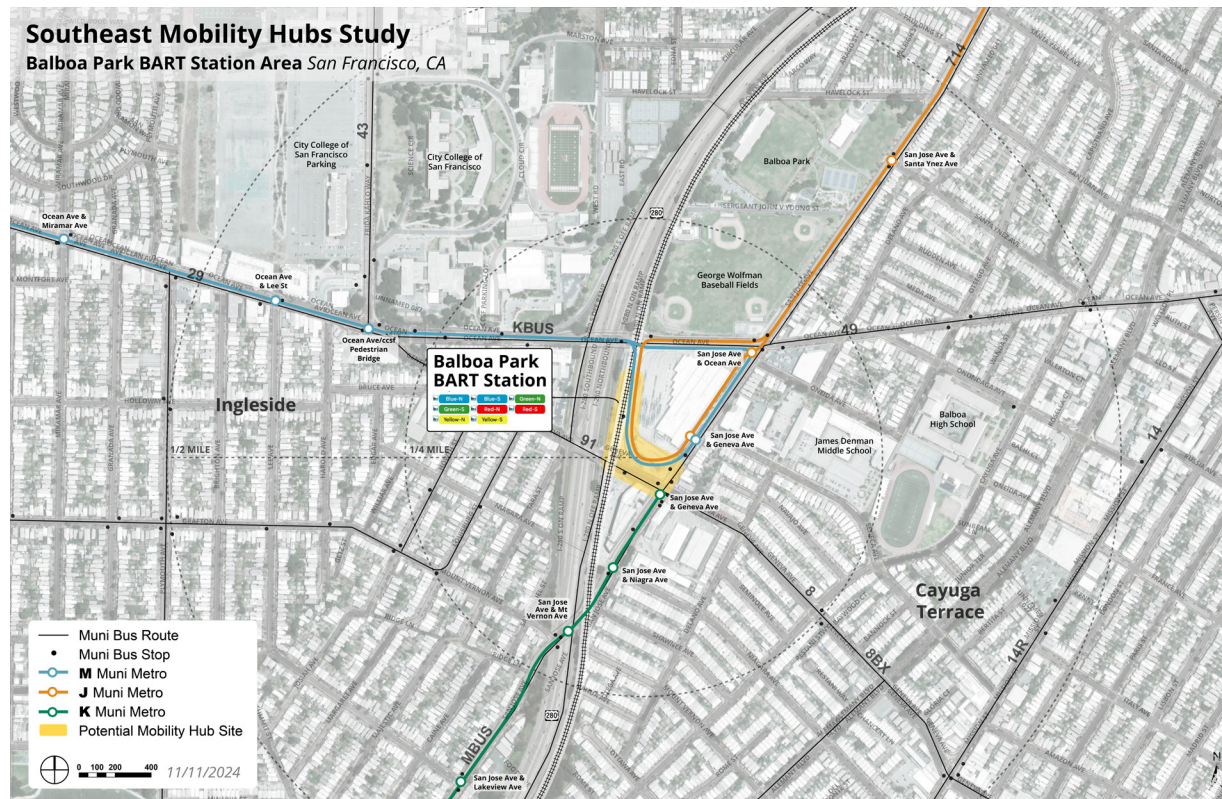
The Balboa Park project area includes the Balboa Park BART station area, Muni Metro platforms, station plazas and loading areas, and the connecting streets of San Jose Avenue, Geneva Avenue, and Ocean Avenue. The SFMTA is lead sponsor and manager for

the Balboa Park Muni and BART station area for a mobility hub, with support from BART.

Balboa Park Station is one of the region's most significant multimodal hubs, serving as a critical transfer point between BART, Muni Metro, and numerous Muni bus routes. The station anchors the southern gateway

of San Francisco's transit network and sits within a dense, diverse area that includes residential neighborhoods, the City College of San Francisco (Ocean Campus), the Ocean Avenue Neighborhood Commercial District, and Balboa Park itself. The area has long been recognized for its strategic regional importance and its potential to function as a cohesive, connected transit village.

MAP 1 Overview of Balboa Park Station Area



# Planning History

While the Balboa Park Station Area has strong transit assets, multiple planning efforts over the past two decades have documented challenges with station access, pedestrian safety, and the overall passenger experience.

**The Balboa Park Station Area Plan**, adopted in 2009, noted that although the area benefits from high-frequency regional and local transit, it has historically suffered from a fragmented public realm, disjointed pedestrian connections, and a lack of amenities that support a welcoming station environment. The plan emphasized three core principles for improvement:

- **Enhancing the public realm**
- **Making the transit experience safer and more enjoyable**
- **Strengthening the economic vitality of the Ocean Avenue commercial corridor.**

Subsequent studies have reinforced these needs. **The Balboa Park Circulation Study (2014)** identified significant congestion and circulation challenges across Geneva and San Jose Avenues, where high vehicle volumes, narrow sidewalks, and confusing transit transfers diminish comfort and legibility for riders. The study highlighted long, indirect walking routes; poor visibility; and inconsistent wayfinding as key barriers to

station access. It also documented operational inefficiencies at the rail loop and bus stops, leading to irregular transfer pathways between Muni Metro, bus lines, and BART.

BART's **Comprehensive Station Plan (2002)** similarly described Balboa Park as "one of the most important transportation hubs in the entire Bay Area," while also identifying longstanding deficiencies in station layout, vertical circulation, and connectivity to surrounding neighborhoods. The plan outlined opportunities for a future Ocean Avenue entrance, concourse expansion, new vertical circulation elements, and improved walking and biking facilities, many of which remain relevant to today's mobility hub planning effort.

The station is located adjacent to major rail yards—Cameron Beach and the Green Light Rail Center—which shape the geometry of Muni Metro operations and limit available space for new facilities. The broader station area is bounded by Interstate 280 to the west, commercial corridors to the east, and residential neighborhoods on all sides. These conditions create physical constraints that complicate pedestrian movement, accessibility, and opportunities for placemaking.

Despite these challenges, the Balboa Park area has seen significant investment in recent years, including new housing at the Kapuso development and streetscape upgrades on Ocean Avenue. The station remains a focal point for future transit improvements, public realm enhancements, and multimodal connectivity across southern San Francisco. This Mobility Hub Plan builds on the extensive planning history of the area, centering the goals of safe, intuitive access; vibrant public space; and a more coordinated, people-centered station experience.

# Site Analysis

## Existing Conditions

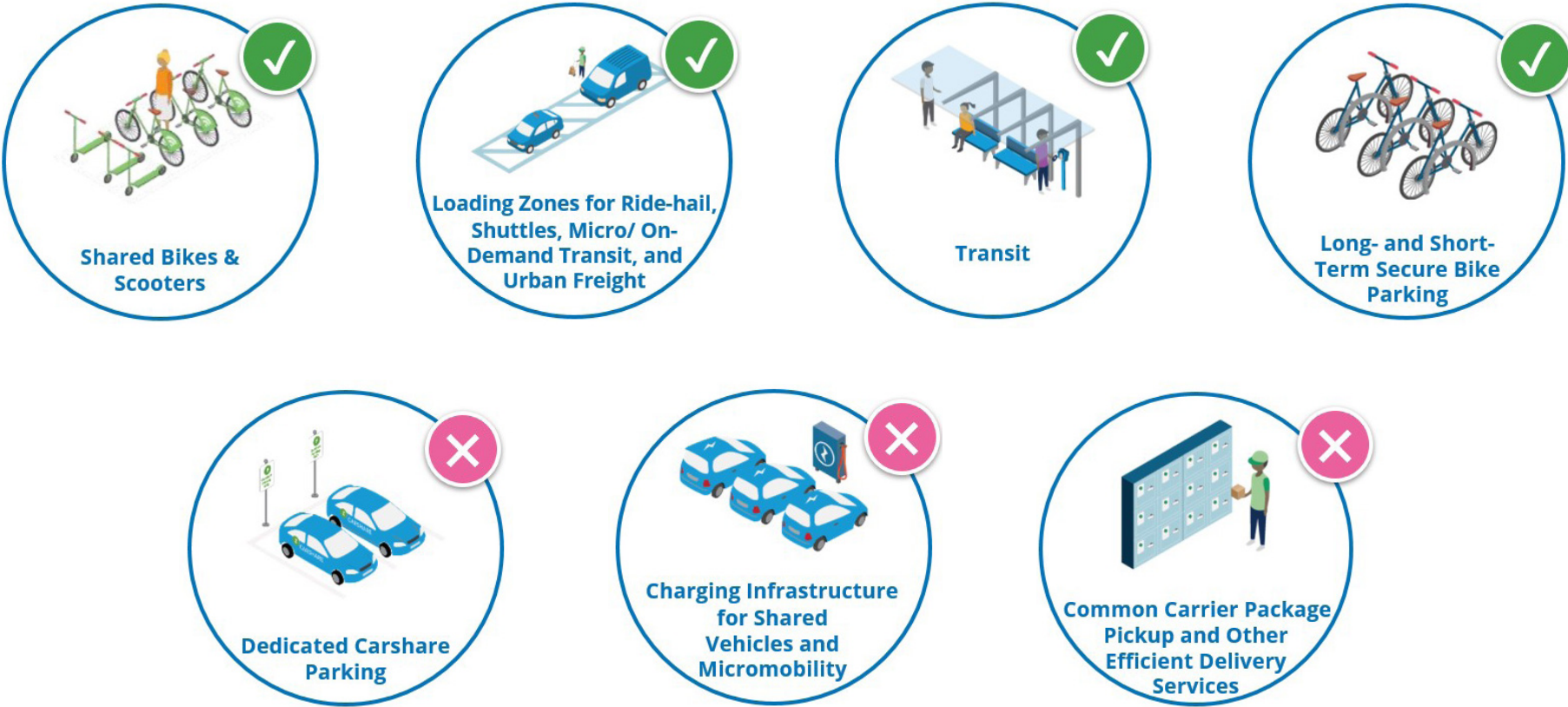
MAP 2 Balboa Park Station Area



# Existing Mobility Hub Services

The Balboa Park Station site is defined by the Metropolitan Transportation Commission (MTC) as an Urban District Hub. It serves as an important activity and transportation hub and already offers some of the mobility hub anchor services recommended by MTC (see Figure 4).

**FIGURE 4** Existing Mobility Hub Services at Balboa Park Station





### Transit Shelters

Multiple Muni routes serve the mobility hub area, with stops located on Ocean, Geneva, and San Jose Avenues. Some stops include shelters with seating while others have none.



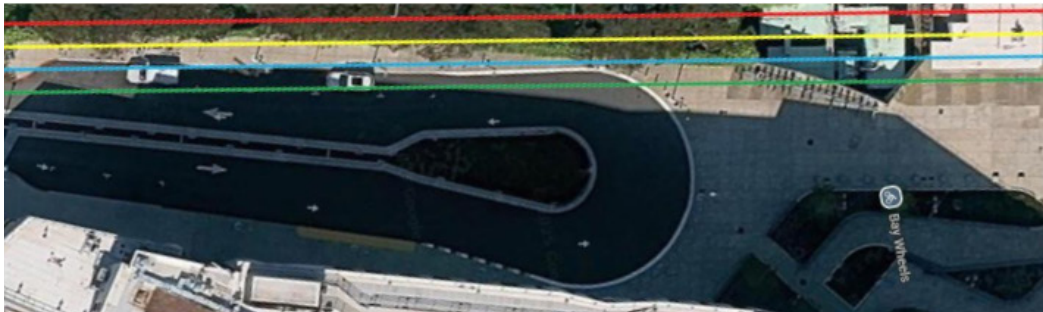
### Shared Bikes & Scooters (Shared Micromobility Services)

There are two Bay Wheels (bikeshare) stations in the mobility hub area: one on the northern edge of the station area along Ocean Avenue and one in the plaza adjacent to Geneva Avenue. Shared scooters must be parked and locked to bike racks.



### Long & Short Term Bike Parking

There are short-term bike parking racks throughout the mobility hub area, along with 12 secure long-term BikeLink electronic bike lockers owned by BART. The lockers are located near the BART loading platform and are accessible from both Geneva and Ocean Avenue.



### Loading Zones for Ride-Hail

A passenger pick-up and drop-off turnaround was incorporated as part of the multifamily development on the southern edge of the station area. This area also includes short-term parking spaces where drivers can wait for riders.

## Transit Options

Balboa Park is among the Bay Area’s busiest station areas, serving BART, Muni Metro (J, K, M), and multiple Muni bus routes (8, 29, 43, 49, 54, 91).

**TABLE 2** 2025 Average Weekday Alightings at Balboa Park Station (BART)

Month (2025)	Average Weekday Alightings
January	4,259
February	4,540
March	4,507
April	4,529
May	4,431
June	4,123
July	3,935
August	4,525
September	5,006
October	4,970
November	4,700
December	4,278

**TABLE 3** 2025 Ridership at Balboa Park Station (Muni, 2025)

Stop ID	Daily Average Boardings (Ons)	Annual Average Boardings (Ons)
4805 Balboa Park Station	1,240	452,600
4803 Balboa Park BART Station	480	175,200
7778 San Jose & Geneva	350	127,750
5781 Ocean Ave & Balboa Park BART	340	124,100
5805 Ocean Ave & San Jose St	310	113,150
7164 Geneva Terminal	260	94,900
5804 Ocean Ave & San Jose Ave	150	54,750
7804 Ocean Ave & I-280 on-ramp	140	51,100
6275 San Jose Ave & Ocean Ave	100	36,500
6260 San Jose Ave & Geneva Ave	4	1,460
7154 San Jose & Geneva	4	1,460
6274 San Jose & Ocean Ave	3	1,095
8080 San Jose Ave & Geneva Ave	-	-
8014 Ocean Ave & Geneva Ave	-	-
<b>TOTAL</b>	<b>3,381</b>	<b>1,234,065</b>



BART entrance at Balboa Park Station.



Bus stop at Balboa Park station area with real time arrival information.

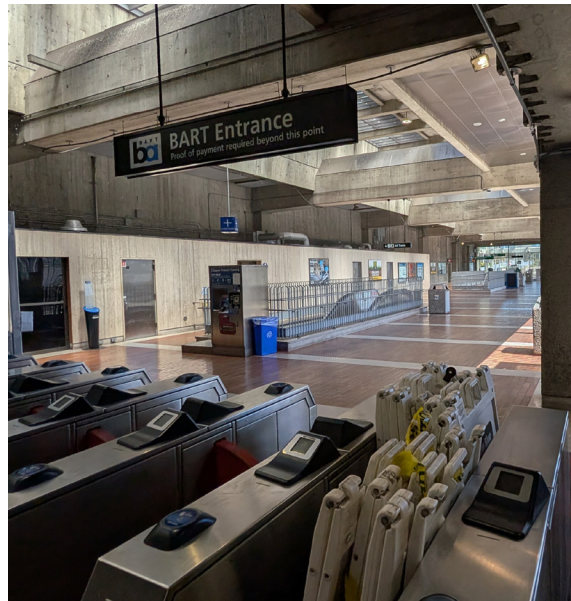
## Sense of Place

Balboa Park station currently lacks a coherent sense of place and connection to the surrounding area. Community outreach indicated that residents would not choose to come to the station area for any other purpose than accessing transit, such as recreation or retail. Community groups noted that if one wanted to recreate, they would choose to go to Balboa Park instead (the park, not the station area).

The station itself lacks retail uses and intentional placemaking elements. However, the new Kapuso building and station plaza have begun to address these concerns and they provide an opportunity to increase placemaking in the station area.



Pedestrian walkway along station edge.



BART entrance at Balboa Park Station.



Station area with little visual interest.

## Connection to Other Areas

The site is bounded on all sides by busy roadways, including San Jose Avenue, Geneva Avenue, Ocean Avenue, and I-280. The station area is half a mile from the commercial corridors on Ocean Avenue and Mission Street, and it is disconnected from the City College of San Francisco Ocean Avenue campus. Wayfinding is fragmented across the BART concourse and surface streets, making intermodal transfers difficult.



Wayfinding located at BART fare gates.



Muni wayfinding signage.

## Uncomfortable Pedestrian Environment

The station area is surrounded by high-volume streets (Geneva Avenue, San Jose Avenue, and Ocean Avenue) and freeway ramps, creating a harsh environment for walking. Previous work to improve the pedestrian environment (completed in 2017) included widening the sidewalk on Geneva Avenue, as well as improving the pedestrian crossing and adding a flashing beacon on the I-280 Ocean Avenue off-ramp. Sidewalks are narrow, crossings are long and exposed, and barrier walls funnel pedestrians away from plazas. These conditions reduce comfort and accessibility, especially for seniors and people with disabilities.



Elevated pedestrian walkway.



Pedestrian walkway along rail lines.

# Opportunities and Constraints

## Opportunities:

- High transit connectivity with BART, Muni Metro, and multiple bus routes.
- Existing plazas and mixed-use development provide space for activation.
- Planned improvements under Muni Forward and BART wayfinding guidelines.
- Potential partnerships with Geneva Car Barn for cultural programming.

**FIGURE 5** Balboa Park Station Opportunities



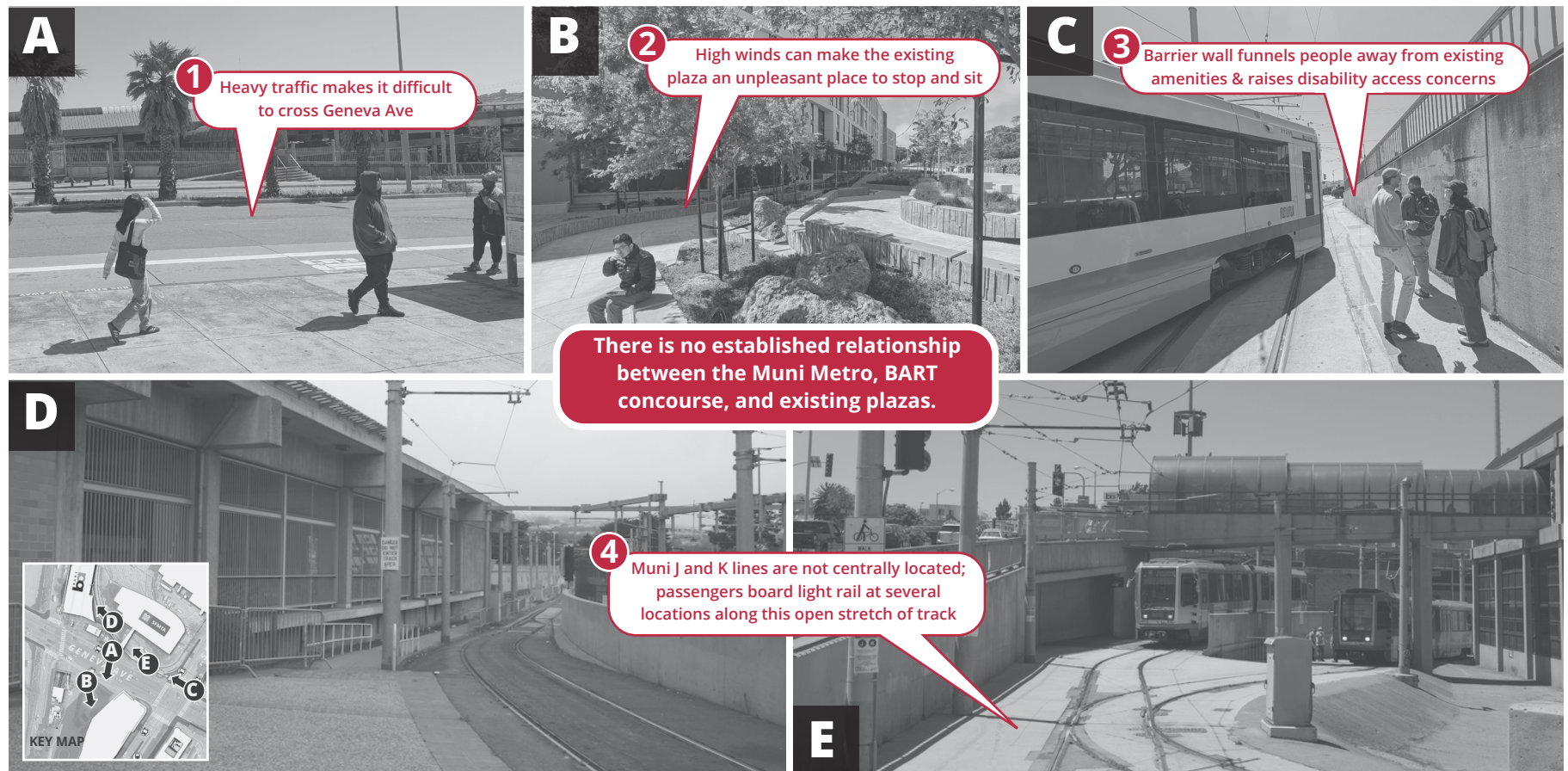
**FIGURE 6** Balboa Park Station Opportunities (2)



## Constraints:

- Complex station layout with multiple levels and limited space for new infrastructure.
- Heavy traffic volumes on Geneva and San Jose Avenues create safety challenges.
- High winds reduce comfort in station plaza.
- Barrier walls and vertical circulation challenges reduce visibility and disability access.
- Limited visibility of elevators and escalators; long-term upgrades require significant investment.
- J/K/M rail stops are not centrally located.

**FIGURE 7** Balboa Park Station Constraints



# Engagement and Partnership

SFMTA staff engaged a broad network of community partners, public agencies, educational institutions, and daily riders to inform the Balboa Park Mobility Hub concept. Engagement was intentionally layered and combined a citywide survey targeted toward Southeast San Francisco neighborhoods, three in-person outreach days at the station plaza, and ongoing conversations with community-based organizations and agency partners, including the project’s Technical Advisory Committee (TAC).

**TABLE 4** Balboa Park Mobility Hub Stakeholder List

Category	Organizations / Groups
<b>Community-Based Organizations and Neighborhood Groups</b>	Bicis Del Pueblo, Independent Living Resource Center SF (IRLC SF), Senior and Disability Action (SDA)
<b>Education</b>	City College of San Francisco Associated Students, Balboa High School, Lick Wilmerding High School, City Arts and Leadership Academy
<b>Residents/Riders</b>	Onsite riders, neighborhood participants via surveys
<b>Agency Partners</b>	City Agencies: San Francisco Municipal Transportation Agency (SFMTA) divisions (Transit, Biking and Rolling Plan), Office of Economic and Workforce Development (OEWD), Office of Disability and Accessibility (ODA), San Francisco Environment. Regional Agencies: Bay Area Rapid Transit (BART), Metropolitan Transportation Commission (MTC).

**TABLE 5** Technical Advisory Committee (TAC) Members

Organization	Contact
<b>BART</b>	Heath Maddox, Jumana Nabti, Tim Chan
<b>SFMTA - Biking and Rolling Plan</b>	Christy Osorio
<b>Office of Disability and Accessibility</b>	Alicia Contreras
<b>SF Environment</b>	Anna Sciaruto, Sebastian Garbe
<b>Community Organizations</b>	Bicis Del Pueblo – Jessie Fernandez, IRLC SF – Vincent Lopez, SDA – Mia Satya

**TABLE 6** What We Heard (Summary of Engagement Feedback)

Theme	Details
<b>Wayfinding</b>	Clarify paths between BART, Muni Metro, and bus bays; add bay numbering; unify concourse + street signage.
<b>Comfort &amp; Safety</b>	Better lighting; wind-sheltered seating; clearer sightlines; more places to sit and rest
<b>Amenities</b>	Interest in restrooms, real-time information, small vendors/markets, and community programming.
<b>Accessibility</b>	Shorter, more direct paths; reliable vertical circulation; explore wheelchair repair services.

# Detailed Feedback

## Community-Based Organizations and Neighborhood Groups

SFMTA partnered with several community organizations whose constituents rely on Balboa Park Station, who provided deep insight into the lived experience of navigating the station area, especially for people with disabilities, older adults, and residents traveling between neighborhoods in the Southeast.

Community partners consistently emphasized the need for safer pedestrian conditions, particularly along freeway-adjacent corridors where narrow sidewalks, limited lighting, and missing transit shelters create an uncomfortable walking environment. Stakeholders also noted that the station area currently lacks amenities or programming that would encourage people to linger, reinforcing its role as a transfer point rather than a community destination.

## Educational Institutions

Students and staff from various schools in the area participated through interviews and survey responses. These institutions highlighted the challenges students face

traveling between the station and campus, describing the walk as “unpleasant” and “unsafe,” particularly at night due to poor lighting, high traffic speeds, and constrained sidewalk space. Students identified lighting as their top safety priority.

Students also noted that the station’s current layout—split stops, unclear signage, inconsistent shelters—creates confusion for new or infrequent riders. Better wayfinding, improved lighting, and more predictable vertical circulation were consistently requested.

The top requests from students were to improve safety walking to and from the station and to improve transit headway frequency.

## Residents and Riders

Onsite riders and neighborhood residents contributed feedback through in-person conversations and the survey. Riders reinforced the importance of reliable Muni and BART frequency, comfortable waiting areas, and clear, intuitive paths between transit modes. Many described a lack of nighttime safety near and behind the station, citing poor lighting and the sense of being disconnected from the surrounding neighborhood. Several riders noted that

crossing the freeway felt treacherous and called for better accessibility features throughout the station area.

## Agency Partners

Agency partners helped confirm operational constraints and identify opportunities for shared improvements, including coordinated wayfinding, new mobility services, and activation of the station plaza.

**TABLE 7** Agency Partner Roles

Agency	Role
SFMTA	Lead sponsor; design and curb/programming coordination
BART	Station operations, concourse wayfinding, vertical circulation
OEWD	Business activation, popup vendor support
SF Recreation & Parks	Geneva Car Barn activation; plaza programming collaboration
SF Environment	Sustainability and charging infrastructure guidance
MTC	Mobility Hub program guidance and funding alignment

## On-Site Interviews

SFMTA staff conducted three site visits to Balboa Park Station to observe travel patterns and speak directly with riders about their daily experience. These field visits were paired with a community survey, and the results from both outreach efforts reinforced one another, revealing a consistent set of priorities.

On-site interviews and surveys revealed key priorities:

- **Wayfinding and Navigation:** Riders reported frequent confusion when transferring between BART, Muni Metro, and bus services—particularly due to the split nature of the J, K, and M boarding and drop-off locations. Many described difficulty orienting themselves after exiting the station, noting that clearer signage, bay numbering, and real-time information displays would significantly improve their ability to navigate the multilevel, multi-agency environment.
- **Comfort and Safety:** Community members highlighted inconsistent lighting, limited seating, and exposure to harsh wind conditions throughout the station area. Many riders, particularly seniors and people with disabilities, emphasized the need for dependable elevator and escalator access. Public restrooms and

clear, unobstructed pedestrian routes were frequently requested to support a safe and comfortable experience.

- **Activation and Amenities:** Community members want the station area to feel welcoming for riders. Suggestions included farmers markets, food vendors, and small retail kiosks—both in the plaza and within the station itself—to create reasons to stay, rather than treating the area solely as a transfer point. These ideas aligned closely with survey responses calling for community centered programming and opportunities for local business participation.

The community survey affirmed these qualitative findings:

- **59%** of respondents cited insufficient transit frequency as a barrier.
- **44%** prioritized improvements to lighting, seating, and restrooms.
- **29%** reported mobility disabilities, underscoring the importance of accessible paths, reliable vertical circulation, and amenities such as a staffed wheelchair repair station.

## Key Themes

Feedback across all stakeholder groups aligned around the following priorities:

- **Pedestrian Safety:** Need for safer crossings, wider sidewalks, and improved lighting—especially along freeway adjacent paths.
- **Accessibility:** Strong requests for reliable elevator and escalator access and more intuitive, direct travel paths.
- **Wayfinding:** Desire for clearer navigation between BART, J/K boarding areas, the M Line stop, and bus bays.
- **Station Activation:** Interest in amenities and programming (including markets, local vendors, and cultural events) that would make the station feel welcoming and vibrant.
- **Transit Frequency and Reliability:** Calls for more frequent Muni and BART service.

# Balboa Park Mobility Hub Recommendations

Synthesizing survey, community organization, and general denizen feedback, project staff identified recommendations to address desired needs for basic amenities, place-making, and transportation improvements. These should be deliberately implemented along a careful schedule in partnership with community and other City and County of San Francisco Departments in order to empower the neighborhood and build towards progress flexibly and collaboratively.

## Vision and Goals

Balboa Park station will be a place that connects people, both as a community space where one is enticed to dwell longer and as a site of multimodal transit connectivity.

## Improved Connections

Seamless transfers between BART, Muni Metro, and bus services using clear, accessible wayfinding and integrated real-time information.

## Sense of Place

Activated plazas that support local vendors, cultural programming, and day-to-day comfort.

## Recommendations

The proposed Balboa Park Station Mobility Hub incorporates the improvements listed below and illustrated in the maps on the following pages. All recommendations are conceptual and subject to further study.

- Improve bus stops with transit shelters, seating, and real-time arrival displays
- Pilot programmed kiosks for local vendors/ community services
- Expand secure bike parking
- Install on-street EV charging and dedicated carshare stalls, if carshare starts up again in the City
- Launch wheelchair repair station pilot (staffed, indoor location preferred)
- Add escalator and elevator access at the southern station entrance

Additional opportunities for improvements in the area include the following:

- Pursue plaza redesign with seating clusters, shade, and public art to strengthen sense of place
- Activate the Geneva Car Barn as a cultural and mobility services anchor and community destination
- Implement recommendations from the Biking and Rolling Plan, including a shared use path on the north side of the Ocean Avenue bridge over I-280 and a new bike-pedestrian bridge over the southbound I-280 off-ramp

## Planned Projects

- Muni Forward improvements to the 29 Sunset, K line, J line, and M line.
- Bike and pedestrian improvements as part of the I-280 and Ocean Avenue interchange improvements

Existing and proposed services and amenities listed to the right correspond with Map 3 on the following page.

### Existing Anchor Services

-  Metro Stop
-  Muni Bus Stop

**1**



Shared Bikes & Scooters

**2**



Long- and Short-Term Secure Bike Parking

**3**



Loading Zones for Ride-hail/ Taxi, Shuttles, Micro/ On-Demand Transit, & Urban Freight


### Proposed Anchor Services

**4**



Dedicated Carshare Parking

**5**



Charging Infrastructure for Shared Vehicles and Micromobility

**6**



Long-Term Secure Bike Parking


### Other Proposed Amenities/Services

**A**



Indoor Wheelchair Repair Station

**B**



Programmed Kiosk for Commerce or Community Organization

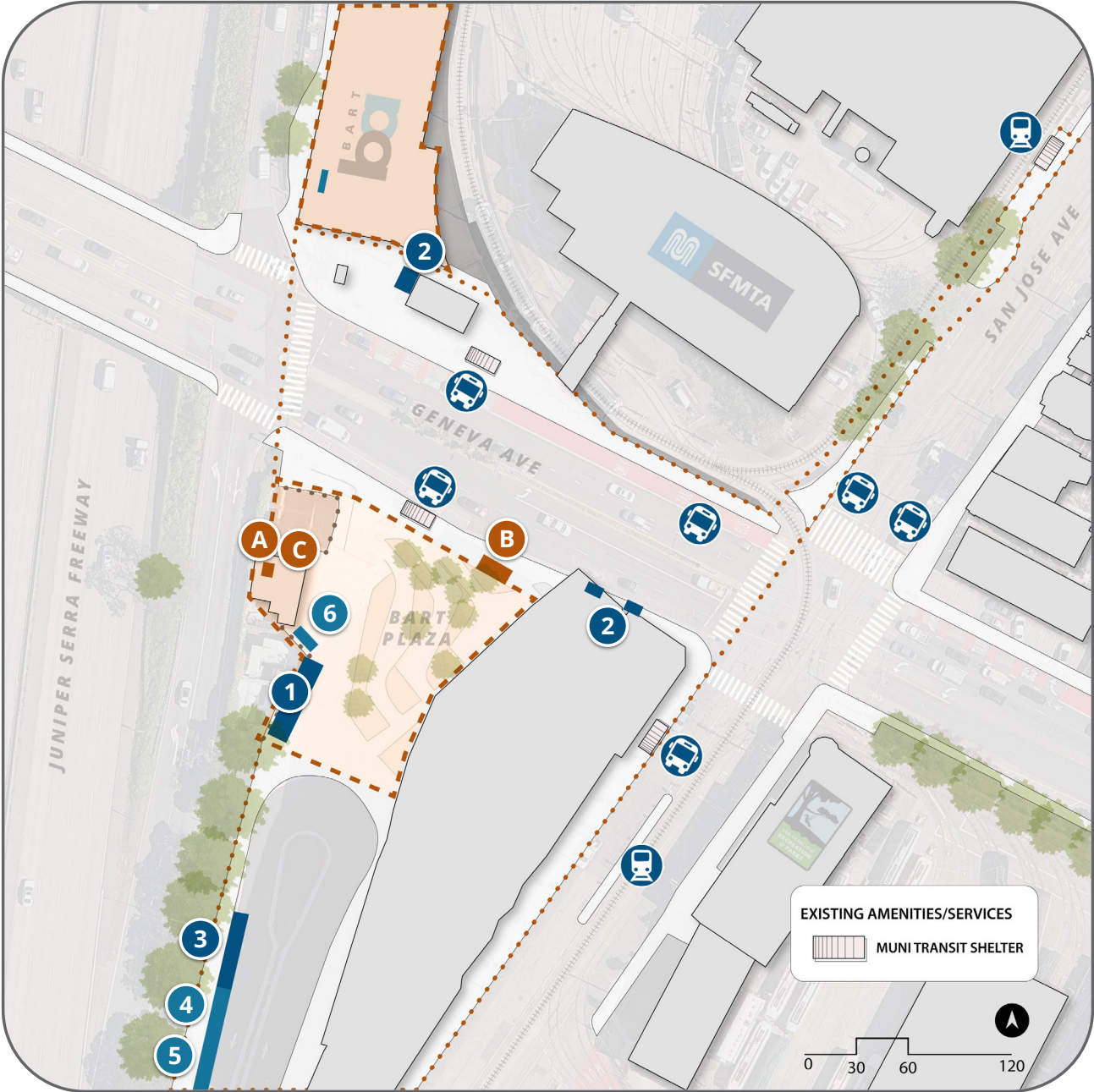
**C**



Elevators and Escalators

-  Wayfinding for Transit Connections between BART and Muni, Lighting
-  Opportunity for Community Programming and retail

MAP 3 Balboa Park Mobility Hub Recommendations (Geneva Avenue and San Jose Avenue)



Existing and proposed services and amenities listed to the right correspond with Map 4 on the following page.

### Existing Anchor Services

-  Metro Stop
-  Muni Bus Stop

**1**



Shared Bikes & Scooters

**2**



Long- and Short-Term Secure Bike Parking

**3**



Loading Zones for Ride-hail/ Taxi, Shuttles, Micro/ On-Demand Transit, & Urban Freight


### Proposed Anchor Services

**4**



Dedicated Carshare Parking

**5**



Charging Infrastructure for Shared Vehicles and Micromobility

**6**



Long-Term Secure Bike Parking


### Other Proposed Amenities/Services

**A**



Indoor Wheelchair Repair Station

**B**



Programmed Kiosk for Commerce or Community Organization

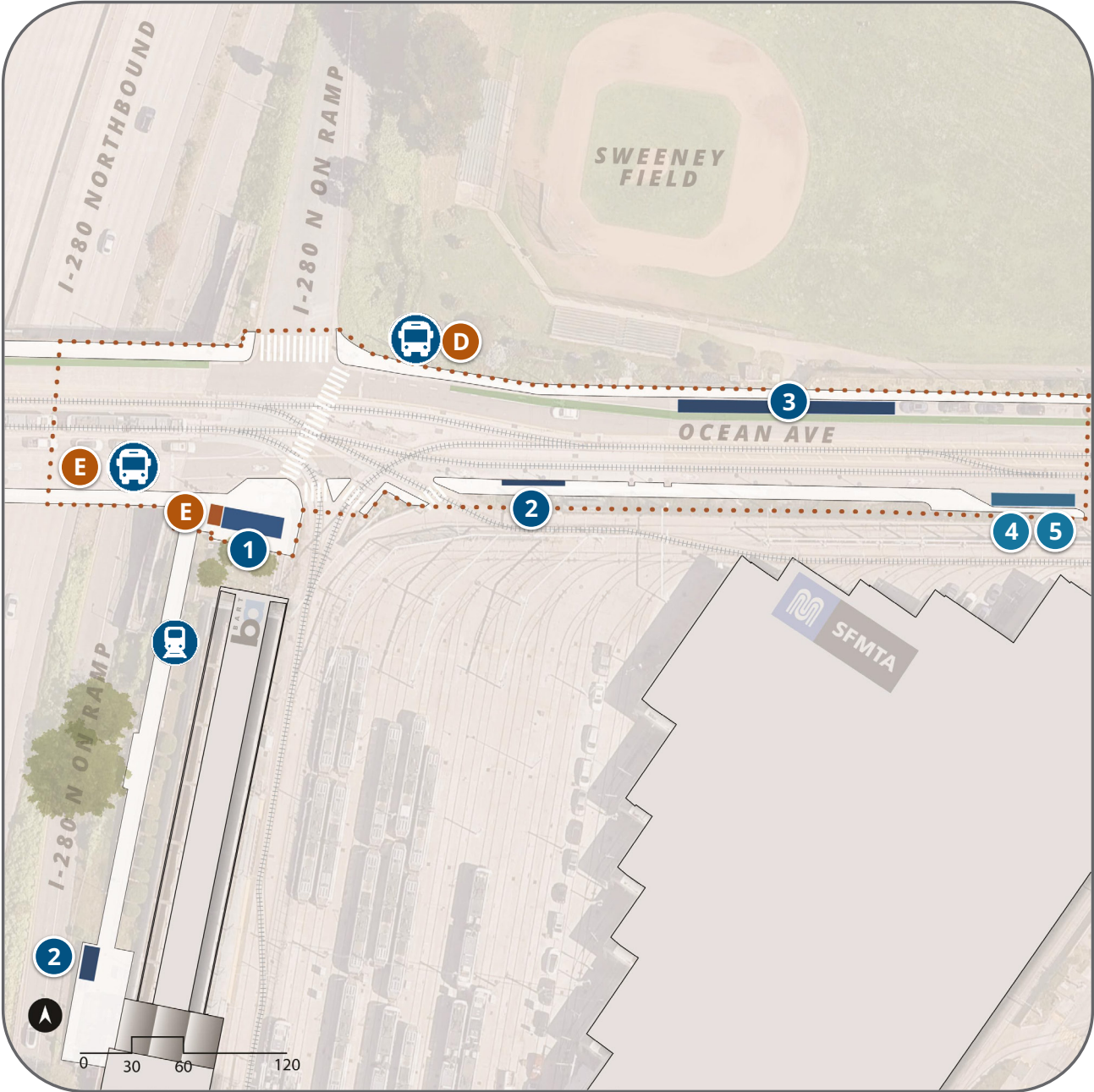
**C**



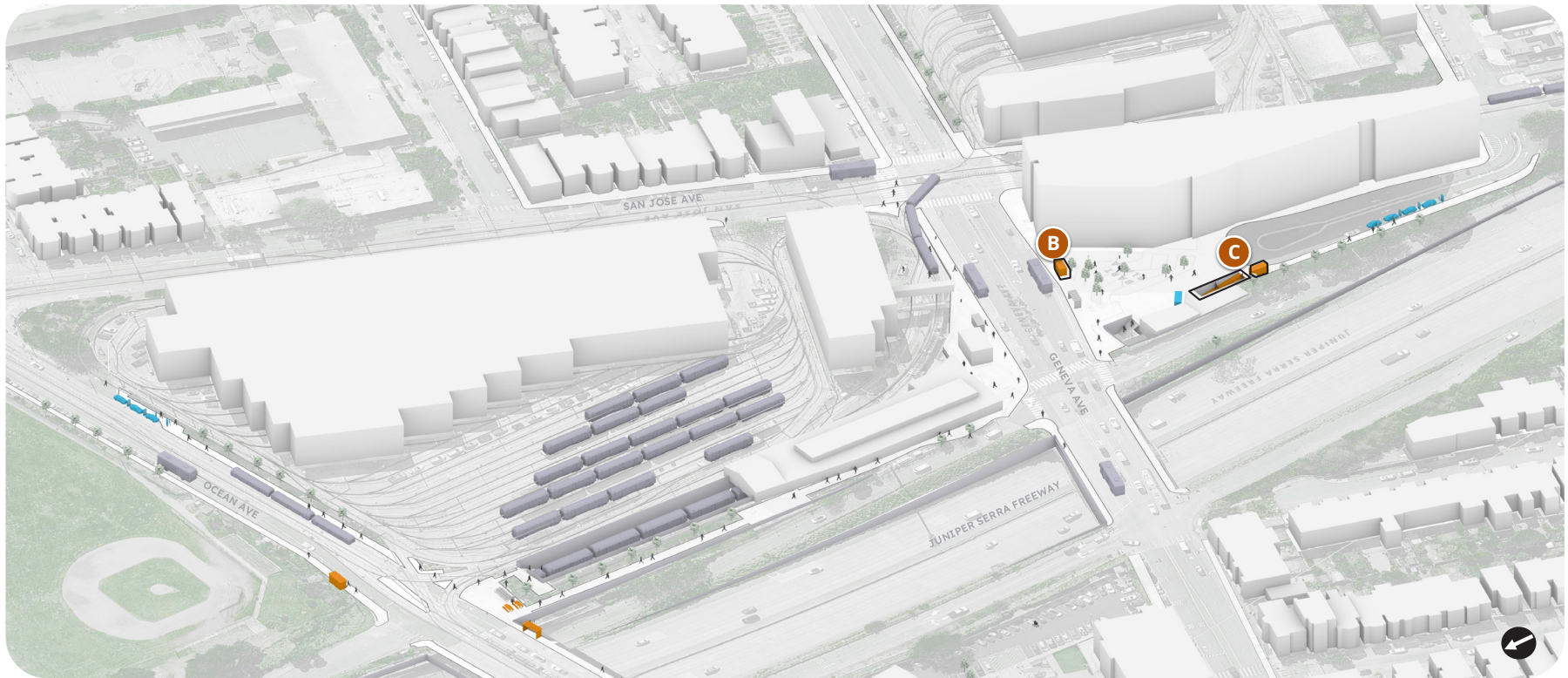
Elevators and Escalators

-  Wayfinding for Transit Connections between BART and Muni, Lighting
-  Opportunity for Community Programming and retail

MAP 4 Balboa Park Mobility Hub Recommendations (Ocean Avenue)



**MAP 5** Balboa Park Station Mobility Hub - Commuter User Experience Improvements



**Programmed Kiosk**



A small programmed kiosk could activate the plaza by hosting a local business or community service, creating a steady presence that supports daily use and strengthens its role as a neighborhood gathering place.

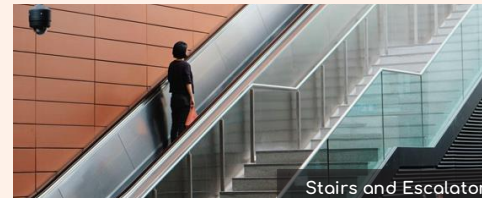


Local Business Kiosk



Retail Kiosk

**Elevators & Escalators**



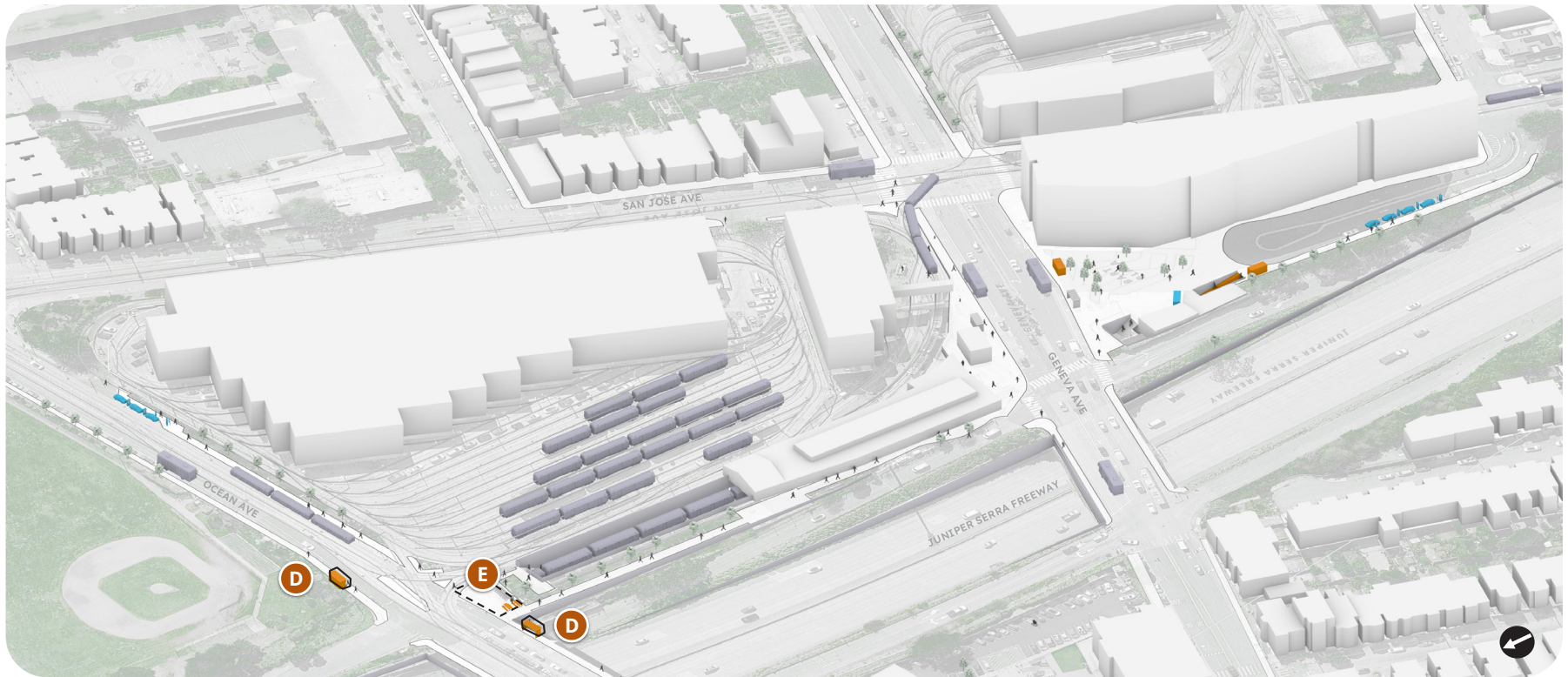
Stairs and Escalator



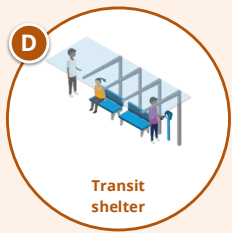
Elevators and Escalators

Although a long term and challenging improvement, the community has expressed interest in adding escalator and elevator access to the BART station entrance south of Geneva Avenue. This would significantly improve accessibility and make the station easier to reach for all riders.

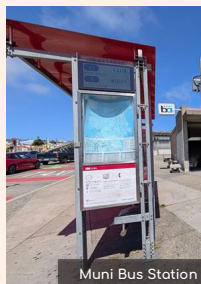
**MAP 6** Balboa Park Station Mobility Hub - Commuter User Experience Improvements (2)



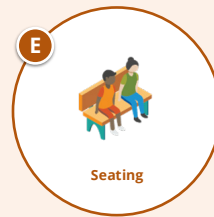
**Transit Shelter**



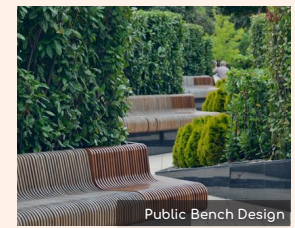
While the southern side of the station has bus shelters, the northern side has limited coverage. Adding new shelters on the north side would improve comfort, visibility, and protection for riders waiting for buses and Muni.



**Seating**



Additional seating could be introduced near the above ground BART plaza to improve comfort for riders and create a more welcoming waiting area. This would support people transferring between modes and help activate the space throughout the day.



**MAP 7** Balboa Park Station Mobility Hub - Accessibility Improvements



**Wheelchair Repair Station**



There may be an opportunity to partner with BART to locate a small wheelchair repair station inside the Balboa Park concourse. This could take the form of a staffed kiosk or a compact repair counter that supports quick adjustments and basic fixes for mobility devices. Placing the service inside the station would allow riders to access help directly and would complement other passenger amenities. Additional services such as information support could also be explored if space allows.



Public Tool Library Example



Outdoor Tool Station

**MAP 8** Balboa Park Station Mobility Hub - Commuter User Experience Improvements (2)

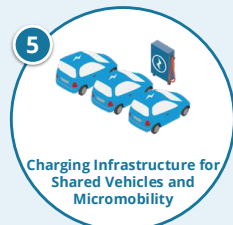


**Dedicated Carshare Parking**



Dedicated on-street carshare parking spaces provides convenient access to shared vehicles. These spaces help reduce personal car dependency and support more flexible travel choices within the area.

**Charging Infrastructure**



New charging infrastructure for e-micromobility and electric vehicles help meet growing demand for low-carbon mobility and provide users with a convenient and reliable place to charge and connect to other modes.

**Long-Term Bike Parking**



There are opportunities to improve bicycle access on the site by adding long-term parking options near the existing Bay Wheels station as recommended in the BART Bicycle Preferred Path of Travel Capital Plan .



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3

# Mendell Plaza Site Analysis

# Background and Context

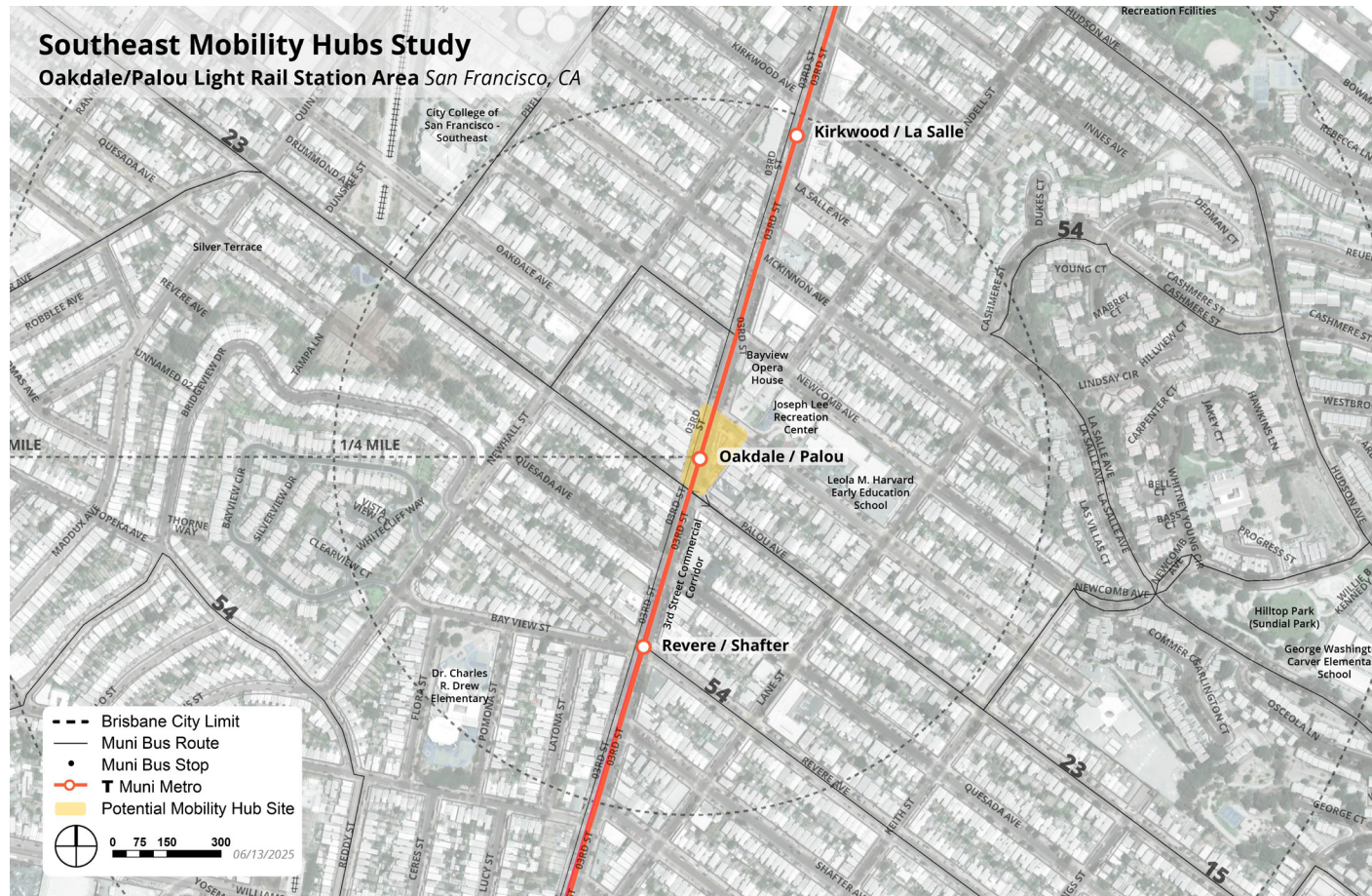
## Overview

Mendell Plaza is centrally located along the 3rd Street Corridor in the Bayview, surrounded by 3rd Street, Palou Avenue, and Oakdale Avenue.

In addition to numerous transit services, the proximity to schools, community recreation centers, commercial activities, newer residential development, and historical landmarks, all emphasize how this location

anchors the neighborhood and serves as a central place.

**MAP 9** Overview of Mendell Plaza Area



## Community Context

Mendell Street was open to vehicular traffic until the mid-2000s, when a joint streetscape effort between SF Planning, Public Works and SFMTA converted the plaza to a pedestrianized space, prohibiting parking with bollards, benches, trees, and other amenities. The physical space was supplemented with community programming activation. This effort helped neighbors see the potential for the plaza to serve as a town center for the commercial corridor. This harkens back to the larger context of 3rd Street as a major post-WW2 booming commercial corridor and model for Black wealth and economic development.

The subsequent attempts at Mendell Plaza revitalization through the 20-teens helped re-imagine the plaza for arts and performance with leadership from the SF Bayview Opera House and activation grant funding through the Mayor's Office of Economic and Workforce Development. This included diverse offerings like petting zoos, mime performances, sponsored social gatherings with food pop-ups, special events, and celebrations.

Unfortunately, with economic recession and pandemic, many of the private building

owners on the plaza have shuttered, and storefronts remain vacant. And vehicles have gradually encroached on the plaza, ceding the space to parking and cars, rather than maintaining it as a place for people.

In 2022, in an effort to create more visibility, the community rallied to demolish the vacant food stand structure occupying the northwest triangular lot of the plaza, on the corner of Oakdale Avenue and 3rd Street.

## Mobility as an Anchor

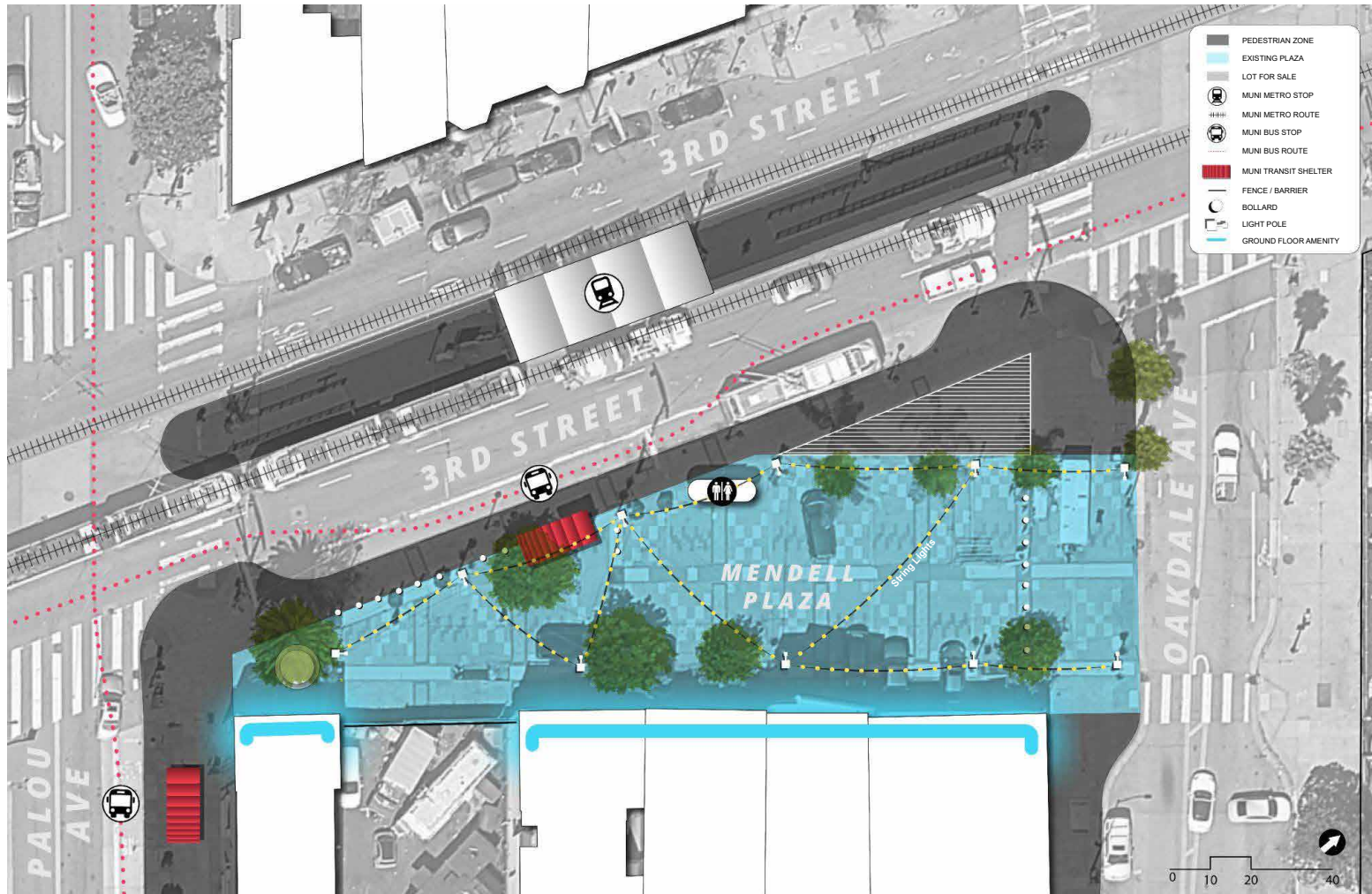
Despite all the fluctuations with Mendell Plaza as a community space, the area continues to draw a diverse group of users due to the de facto role it plays as an access point for transit services. On any weekday morning, one can see a diverse range of people passing through, varying in age, race, and language. Students hustle to buses and trains on their way to school. Workers wait for transfers on their commute across the city or to other parts of the San Francisco region. Neighbors walk by on their way to daycare with children or for other errands. After the rush hour, people hang out in the Plaza enjoying the bustle and people watching. Overall, the transportation functions of the plaza continue

to reinforce its role as an important mobility hub for the surrounding community.

# Site Analysis

## Existing Conditions

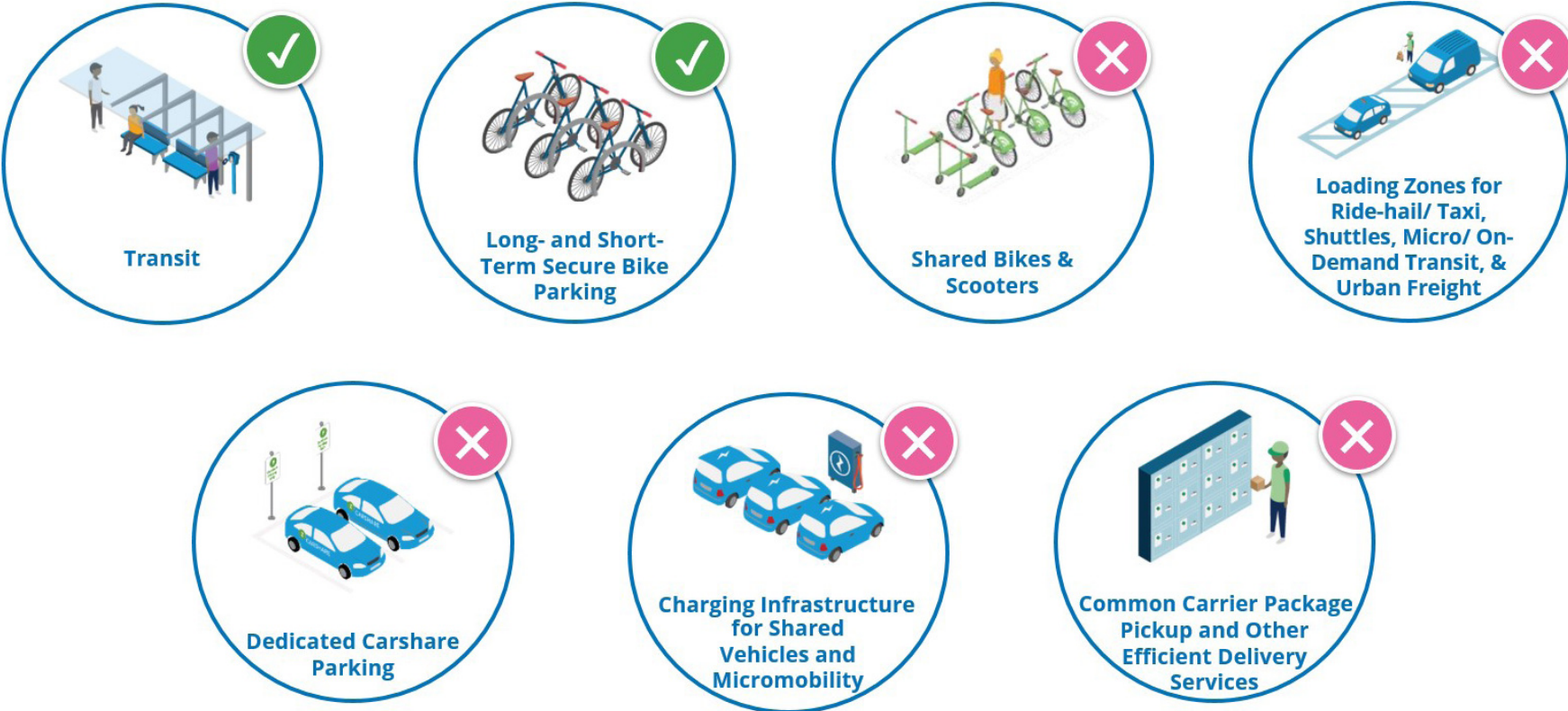
MAP 10 Mendell Plaza Area



# Existing Mobility Hub Services

The Oakdale/Palou Station site, adjacent to Mendell Plaza, is defined by MTC as an Emerging Urban District Hub. It serves as an important neighborhood gathering space and already offers some of the mobility hub anchor services recommended by MTC (see Figure 8):

**FIGURE 8** Existing Anchor Services at Mendell Plaza





**Transit**

Multiple Muni bus lines and the Muni T Third Street line (light rail) serve the mobility hub area. The Oakdale/Palou light rail station includes a covered boarding area, and the bus stop on 3rd Street (adjacent to Mendell Plaza) has a shelter and seating.



**Short-Term Bike Parking**

Bike racks are located across 3rd Street from Mendell Plaza, providing limited short term parking near the mobility hub area.

# Mobility

Muni service already provides a high level of transit stop amenities around Mendell Plaza. routes connect Bayview to major destinations throughout the city, and ridership occurs throughout the day beyond the peak commute hours. Transit access includes the following lines:

- T-Third light rail
- 24 Divisadero (bus)
- 54 Felton (bus)
- 15 Bayview Hungers Point Express (bus)
- 23 Monterey (bus)
- 44 O’Shaughnessy (bus)
- 91 Third Street/19th Ave Owl (bus)

**TABLE 8** 2025 Ridership at Mendell Plaza (Muni)

Stop ID	Daily Average Boardings (Ons)	Annual Average Boardings (Ons)
3141 3rd St & Palou Ave	610	222,650
5864 Palou Ave & 3rd St	450	164,250
5863 Palou Ave & 3rd St	390	142,350
7402 3rd St & Oakdale/Palou	360	131,400
7392 3rd St & Oakdale/Palou	350	127,750
8055 Palou Ave & 3rd St	90	32,850
3143 3rd St & Oakdale Ave	50	18,250
<b>TOTAL</b>	<b>2,300</b>	<b>839,500</b>



Muni Route 24 bus stop serving the station area.



Muni Metro T Third Street Line stop near Mendell Plaza

Transit riders highlighted the need to consistently maintain facilities, pointing to shattered display panels, and a missing next-bus monitor.

A bikeshare station a block south on Quesada and 3rd provides multimodal options for bicyclists. Muni lines also connect to Caltrain and BART stations for other regional connections.

Community feedback included a request to move the bikeshare station closer the plaza, which could create a more convenient connection, and restore parking for the community. Locating bikeshare at the plaza could also create an opportunity to electrify the station to support on-site charging. Providing grid-connected charging at the station would reduce the need for manual battery swapping operations and could improve system efficiency and reliability.



Bikeshare station at Quesada Avenue and 3rd Street.

## Placemaking

The top priority identified by the public was the need for a bathroom. Transit operators have private facilities, but they are noticeably small, and there are no current publicly available options. Accommodating the needs of people traveling through or resting in the plaza requires the provision of public restrooms. During the development of this plan, Public Works staged a temporary pit stop restroom, but a permanent solution is needed or else the tree wells and sides of buildings become makeshift toilets, negatively impacting the plaza space for everyone. Some longtime plaza stakeholders mentioned that plumbing and electrical connections were already in place from previous plaza improvements. The community is simply waiting for a structure to be installed.

People are still utilizing the plaza for vehicle parking, undermining its original pedestrianized design. Bollards intended to protect the pedestrian zone have remained broken, with no repair or maintenance plan. This allows vehicles to park inside the plaza, which creates safety issues and degrades the pedestrian experience.

Limited lighting in certain areas of the plaza leads to personal security concerns during evening hours. The lack of consistent

activation and “eyes on the street” from vacant storefronts amplifies personal discomfort.



Vehicles parked in the pedestrian plaza.



Bollards installed at Mendell Plaza to discourage vehicle access and portable restrooms.

# Opportunities and Constraints

## Opportunities:

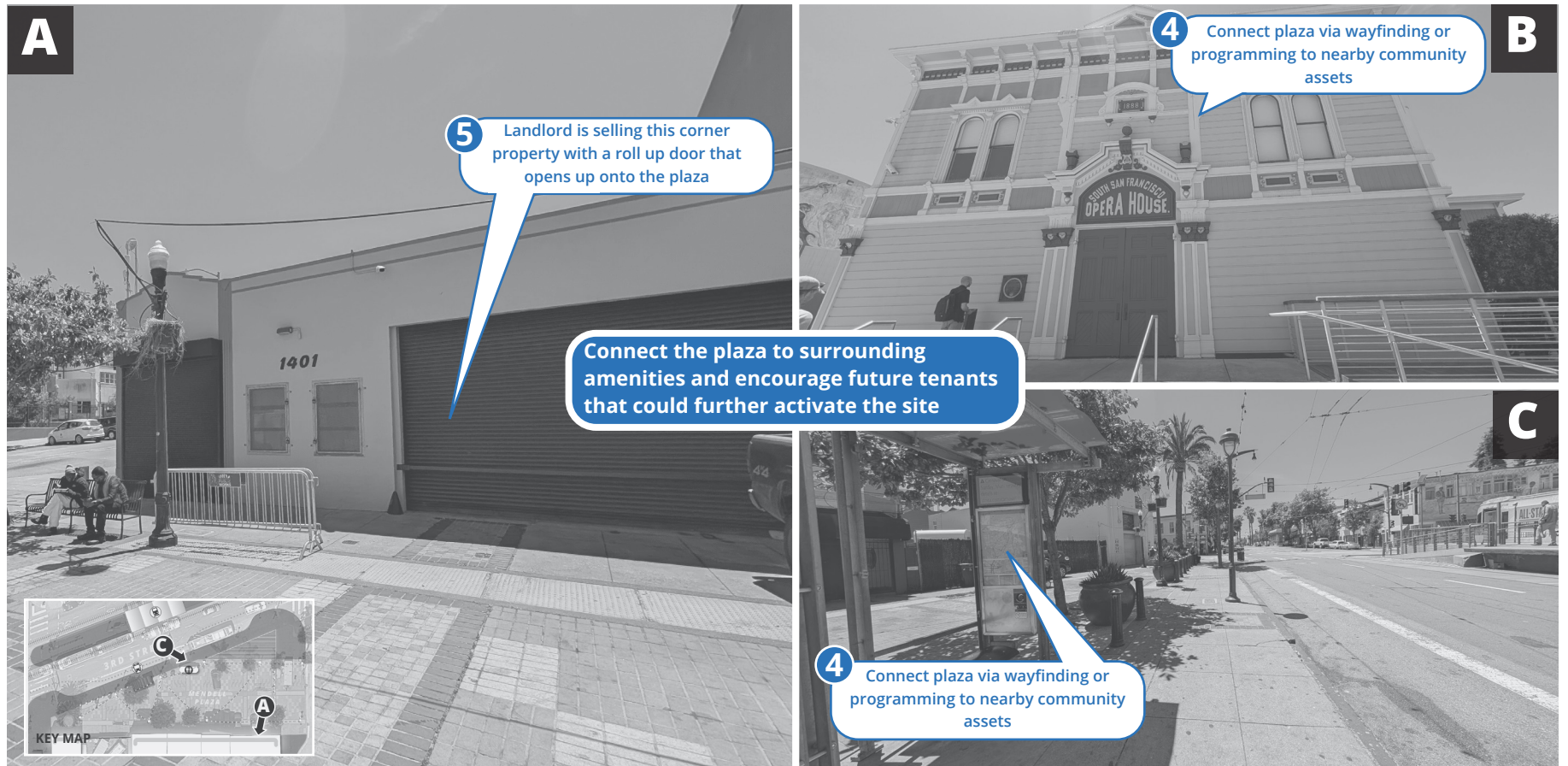
- The small triangular lot adjacent to the plaza is for sale and could be utilized for a small business, public facility, or additional plaza space.
- Community members already use the plaza as a space to gather and recreate, evening and night-time hours present opportunity for enhanced activation through improved lighting and programming.
- The plaza is adjacent to key community destinations, including the community center and Historic Opera House across Oakdale Avenue.

**FIGURE 9** Mendell Plaza Opportunities



- Long-term vacant buildings on the east side of the plaza present redevelopment opportunity for new, plaza-facing tenants.
- The site formerly served as a community garden and could catalyze activity again.

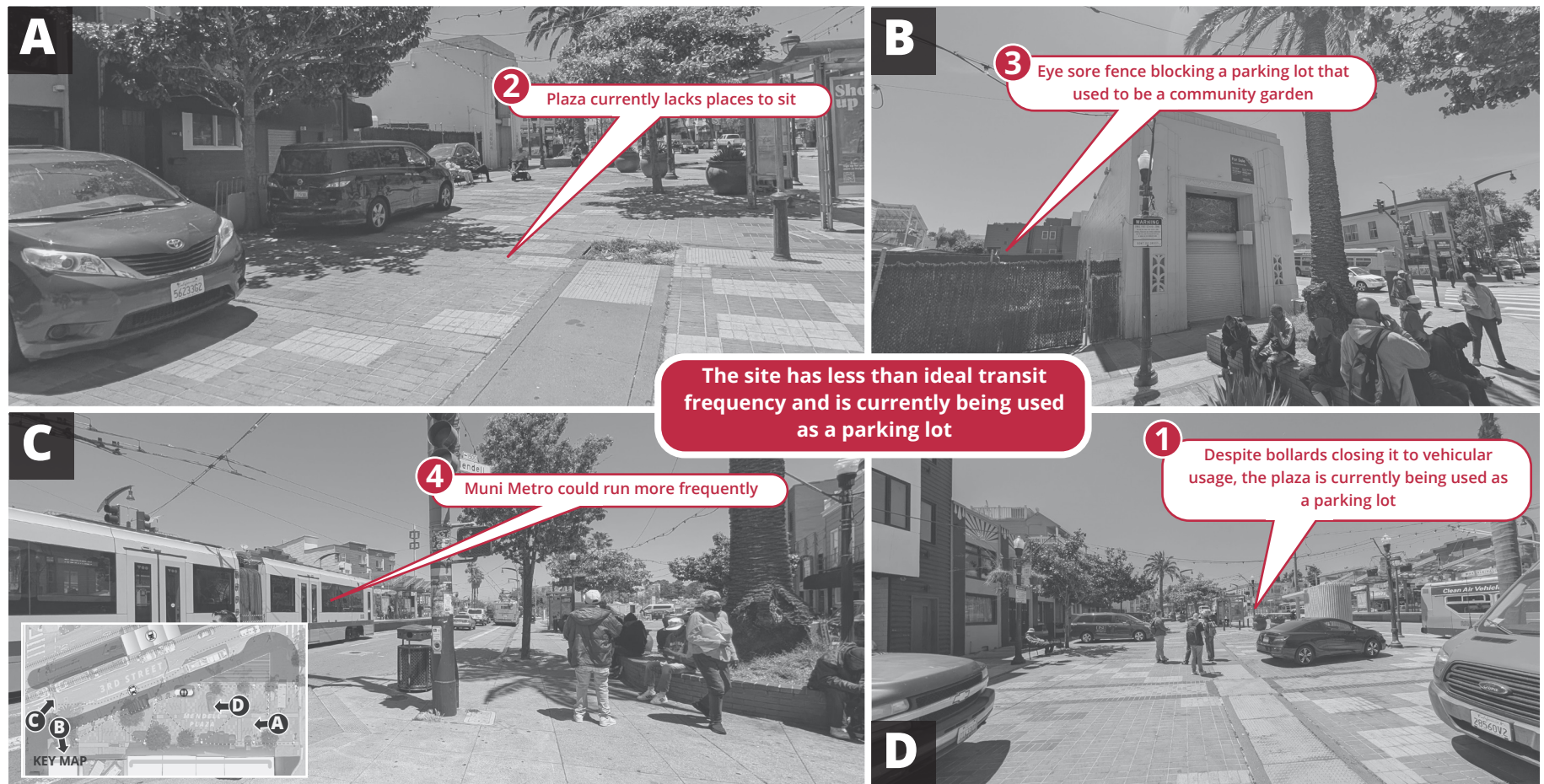
**FIGURE 10** Mendell Plaza Opportunities (2)



## Constraints:

- Plaza is currently being utilized as a parking lot, which degrades the pedestrian gathering experience.
- There are currently few places to sit or linger within or around the plaza.
- An eye-sore fence blocks a parking lot that used to be a community garden space.
- Long metro headways reduce convenience for transit users.

**FIGURE 11** Mendell Plaza Constraints



# Engagement and Partnership

SFMTA staff engaged a broad network of community partners, public agencies, educational institutions, and daily riders to inform recommendations for Mendell Plaza. Engagement was intentionally layered and combined a citywide survey targeted toward Southeast San Francisco neighborhoods, on-site tabling events in an open house format, interviews with community members, and ongoing conversations with community-based organizations and agency partners, including the project’s Technical Advisory Committee

# Community and Neighborhood Groups

The Bayview has numerous neighborhood organizations, focused on improving the community through various channels: financial, economic, transportation, health, education, housing, and cultural. Community groups emphasized the importance of Mendell Plaza as a central gathering place. Many referenced earlier revitalization efforts. This confirmed how staff observations regarding the large volume of people accessing transit and mobility options mirrored communal understanding of the plaza as a space of convergence.

Simultaneously, many discussed how previous efforts had subsided to the ongoing challenges, both with pervasive drug use and trafficking, but also with unsustainable rejuvenating efforts. One community leader pointed out how the space served as a podium for various entrepreneurs and civic leaders to rotate through for a bit of spotlight to boost fame, sometimes fortune, but not a lasting change with momentum to keep the neighborhood improving.

Community groups were quick to draw historic connections to the booming vibrancy of the area in the mid 1900s, one of the prime corridors representing Black wealth, a shopping paradise with a variety of goods and services. The third street corridor was a source of pride for the Black community. Stakeholders invoked these memories as a reference point for future hope and possibility, with the right solutions, along with deliberate sustained attention.

When discussing how best to address drug-related activities and encroaching encampments, community organizations were cautious about police involvement. Some advocated for other enforcement officers, like Parking Control Officers, or Muni Fare Inspectors.

**TABLE 9** Mendell Plaza Mobility Hub Stakeholder List

Category	Organizations / Groups
<b>Community-Based Organizations and Neighborhood Groups</b>	Bicis Del Pueblo, Independent Living Resource Center SF (IRLC SF), Senior and Disability Action (SDA), Economic Development on Third, African American Arts and Cultural District, Bayview Opera House, Joseph Lee Recreation Center, Young Community Developers, Bayview Senior Services, Southeast Community Center
<b>Residents/Riders</b>	Onsite riders, neighborhood participants via surveys
<b>Agency Partners</b>	City Agencies: SFMTA (Transit, Biking and Rolling Plan), Office of Economic and Workforce Development (OEWD), Office of Disability and Accessibility (ODA), SF Environment, District 10 Supervisors Office, Climate Action Now, SF Library (Bayview Branch), SF Department of Public Health Regional Agencies: BART, MTC.

A distinct pattern emerged of wanting to avoid violent encounters, and to address the issues through communication and collaboration rather than force.

Many community groups referenced the previous programmatic activations, some as a way of demonstrating the range of interest in the path, others as proof of the outlandish, how mime troupes and petting zoos weren't likely to address the root concerns towards fortifying the neighborhood.

Overall, neighborhood organization conversations pointed to several needs to make Mendell Plaza into the central Mobility Hub it could be.

**1. Basic Amenities** – Groups pointed out the need for basic place-making plaza amenities—bathrooms, trees, seating, regular cleaning and maintenance. This requires ongoing collaboration between plaza users, community groups, and the responsible city services.

**2. Commercial and Economic Vitality** – Groups pointed out the need for sustained economic interest, not something simply brief and popular.

**3. Cultural Sensitivity** – Any improvements should incorporate and boost the historic Black community excellence with ownership, pride, awareness, and celebration.

### On-Site Feedback

Project staff tabled at Mendell Plaza across peak AM and PM commute times in October 2025. Staff presented Mobility Hub Concepts, discussed site analysis, opportunities and constraints, improvement possibilities, plans for future investment, and solicited feedback regarding what the denizens wanted to see.

Interviewees reflected the diversity within the population—different ages, races, and languages. The following table ranks the most popularly mentioned items from the public.

**TABLE 10** Community Feedback on Preferred Amenities

Feedback	Number of Comments
Bathrooms	30
Cleaning	23
Plaza/Park Amenities – Seating, Trees, Kid's Activities	20
Transit Service Improvement	18
Lighting	16
Food-Related Commerce	15

The top three most popular items—bathrooms, cleaning, and plaza/park amenities—demonstrate how basic place-making necessities are desired by the community before specific mobility improvements. This isn't particularly surprising. While people do want better transit service and potential access to other helpful transportation options, they can't easily enjoy a place if they don't have access to a bathroom, or if they must navigate dirty, dark, or unsafe areas.

At the beginning of the project, SF Public Works staffed a Pit Stop program site, which provided a temporary bathroom option. However, by the time staff tabled in October, the Pit Stop had been discontinued, and people urinated on a nearby building, which drained into a puddle on the edge of the plaza. This will likely keep continuing until a bathroom is provided.

## Technical Advisory Committee Members

Staff presented findings to the Technical Advisory Committee members, some of whom grew up in the surrounding area. Committee members were curious about what was possible given the numerous vacancies on the plaza. A concerted effort to occupy a storefront and develop a cohesive city services effort was especially resonant with partnering agencies, to help address ongoing plaza issues.

**TABLE 11** Technical Advisory Committee (TAC) Members

Organization	Contact
<b>BART</b>	Heath Maddox, Jumana Nabti, Tim Chan
<b>SFMTA - Biking and Rolling Plan</b>	Christy Osorio
<b>Office of Disability and Accessibility</b>	Alicia Contreras
<b>SF Environment</b>	Anna Sciaruto, Sebastian Garbe
<b>Community Organizations</b>	Bicis Del Pueblo – Jessie Fernandez, IRLC SF – Vincent Lopez, SDA – Mia Satya

## Agency Collaboration

Because Mendell Plaza is located in a commercial area that intersects with multiple city departments and services, the project team also engaged with Muni bus and train

operators, Office of Economic and Workforce Development, the city contractor Climate Action Now, the Public Library Bayview Branch and the Department of Public Health.

These groups had a deeper understanding of the challenges on the plaza as well as the surrounding context. They all agreed that a stronger city service presence to build better relationships with the community, and to create a middle-class presence dedicated to working within the neighborhood to provide direct care and programmatic offerings would be a useful long-term solution.

They also suggested more partnership with Public Works, Homeless and Supportive Housing, Human Services Agency, and the Department of Emergency Management. These last three were in specific reference to the growing community of permanently parked cars on Mendell Plaza, which have also damaged some of the tree wells, and led to degraded pedestrian realm with lived-in vehicles.

# Mendell Plaza Mobility Hub Recommendations

Synthesizing survey, community organization, and general denizen feedback, project staff identified recommendations to address desired needs for basic amenities, place-making, and transportation improvements. These should be deliberately implemented along a careful schedule in partnership with community and other relevant city departments in order to empower the neighborhood and build towards progress flexibly and collaboratively.

## Vision and Goals

The proposed solutions follow a communal vision of Mendell Plaza that is central to the 3rd Street Corridor in the Bayview, linking historic commercial success to a future of economic activity, cultural pride, and collective celebration. The goal is for it to become at the heart of a place where people look forward to transferring, possibly lingering in an activated space that offers city services, cultural activities, and interesting programming, to entice people to enjoy the location.

## Recommendations

The proposed Mendell Plaza Mobility Hub incorporates the improvements listed below and illustrated in the maps on the following pages. All recommendations are conceptual and subject to further study.

- **Bollards:** The plaza needs to be reclaimed for people, rather than parking. Discussions with neighborhood organizations and other city departments revealed how the plaza was always intended to be a pedestrianized space, open to people and gatherings, not vehicles and car storage. Repaired bollards with a designated community partner restricting access to a minimum will shift the current interpretation of the space as a parking lot back to a park.
- **Landscaping and Seating:** In coordination with the Climate Action Now city contractor, trees should be restored and seating areas should be added once parking is prohibited in the plaza. Trees and comfortable seating help establish the plaza as a livable, vibrant green space that encourages community gathering and use.
- **Restrooms:** With so many people passing through, the plaza needs basic human facilities. This topic was complicated in community discussions because permanent bathrooms can also become venues and loitering sites for illicit activity. With that awareness, bathrooms will require some kind of oversight, review, and continued maintenance. Staffing was already taking place with the SF Public Works Pit Stop program; it's necessary to think through how best to staff a bathroom with the community to maintain an inviting, clean, and accessible facility.
- **Dedicated Carshare Parking:** Dedicated on street carshare parking spaces provide convenient access to shares vehicles, reducing the need for personal car ownership and supporting more flexible travel choices within the area.
- **Charging Infrastructure:** New charging infrastructure for e-micromobility and electric vehicles could be introduced to meet growing demand for low-carbon mobility and provide users with a

convenient and reliable place to charge and connect to other modes.

- **City Service Center:** The plan recommends establishing a City Service Center that combines services, permits, and other municipal program offerings at Mendell Plaza in one of the vacant storefronts. This will enhance the plaza as a destination for people who'd like assistance for services, like paying their utility bill, navigating transit options, choosing childcare programs, or accessing wheelchair repair services. The benefits of a City Service Center are manifold. City staff can help establish constructive relationships with community groups and be present in the community as neighbors. They can establish a middle-class presence with sustainable patronage of shops and services. They can provide increased eyes on the street and coordinate maintenance requests or service needs related to community issues that arise. Most of all, they can help to build trust between residents and municipal partners for better understanding and more comprehensive solutions that combine efforts across departments centering the voices and needs of the community.
- **Bicycle Infrastructure and Bikeshare Improvements:** Expand bicycle parking with additional short-term racks in visible

locations throughout the plaza and secure bike lockers for commuters needing protected storage. These improvements create a more welcoming environment for people arriving by bike and strengthen overall mobility options for the area. Relocating the existing bikeshare station from Quesada Avenue to the plaza allows for easier transit connections and strengthens first- and last-mile connections for everyday trips. This relocation also presents an opportunity to explore an electrified bikeshare station that could also charge personal mobility devices such as wheelchairs.

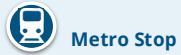
- **Pop-up Programming/Activation:** Previous activation efforts relied on OEWD contracts and neighborhood organizations to coordinate programming to promote the area as a vibrant space. These failed to address some of the root causes that persisted to harbor undesirable behavior, especially violence related to drug usage and trafficking. While culturally appropriate activation is needed, specific programming from the community to address the root problems in a non-violent method are needed before social programming is offered on its own. Once the undesirable behavior and potential for violence have been eliminated, arts, culture, and youth

programming can flourish and inspire further economic and social programming towards a positive constructive central place.

- **Activate Empty Plot and Vacant Storefronts:** Following the previous solutions, store front revitalization and commercial opportunities should predictably present themselves with community improvements. Ongoing partnership with EDOT and the Cultural District can help to foster opportunities for Black excellence.
- **Clipper Card Vending Machine:** Clipper 2.0 is underway, and new payment options are now available for Muni. However, many residents still rely on special discount plans, including Youth, Senior/RTC, or START. To enhance automated capabilities at Mendell Plaza, the community also requested a Clipper Card vending machine.

These combined solutions for Mendell Plaza create a plan for a mobility hub as well as a central community gathering space, anchored by the transportation services, and sustained by deeper commitments between city department staff and neighborhood leaders.

## Existing Anchor Services



Metro Stop



Muni Bus Stop

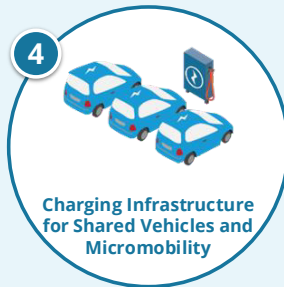


Long- and Short-term Secure Bike Parking

## Proposed Anchor Services



Dedicated Carshare Parking



Charging Infrastructure for Shared Vehicles and Micromobility



Relocated Bay Wheels station



Common Carrier Package Pickup and Other Efficient Delivery Services

## Other Proposed Amenities/Services



Indoor Wheelchair Repair Station



Programmed Kiosk for Commerce or Community Organization



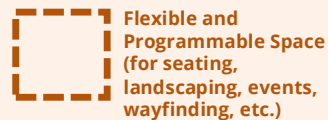
Long- and Short-Term Secure Bike Parking



Permanent Restroom



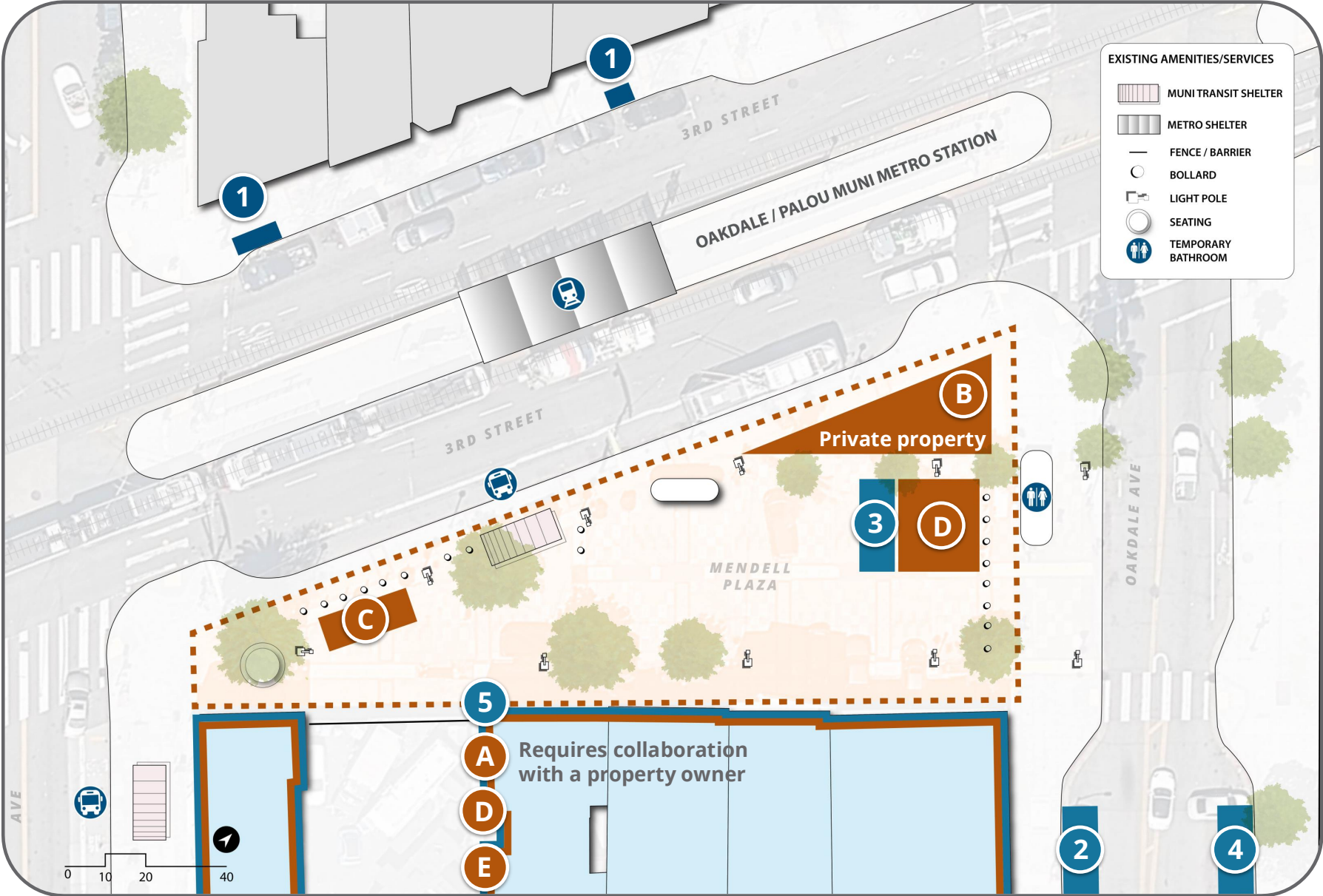
City Services Center



Flexible and Programmable Space (for seating, landscaping, events, wayfinding, etc.)

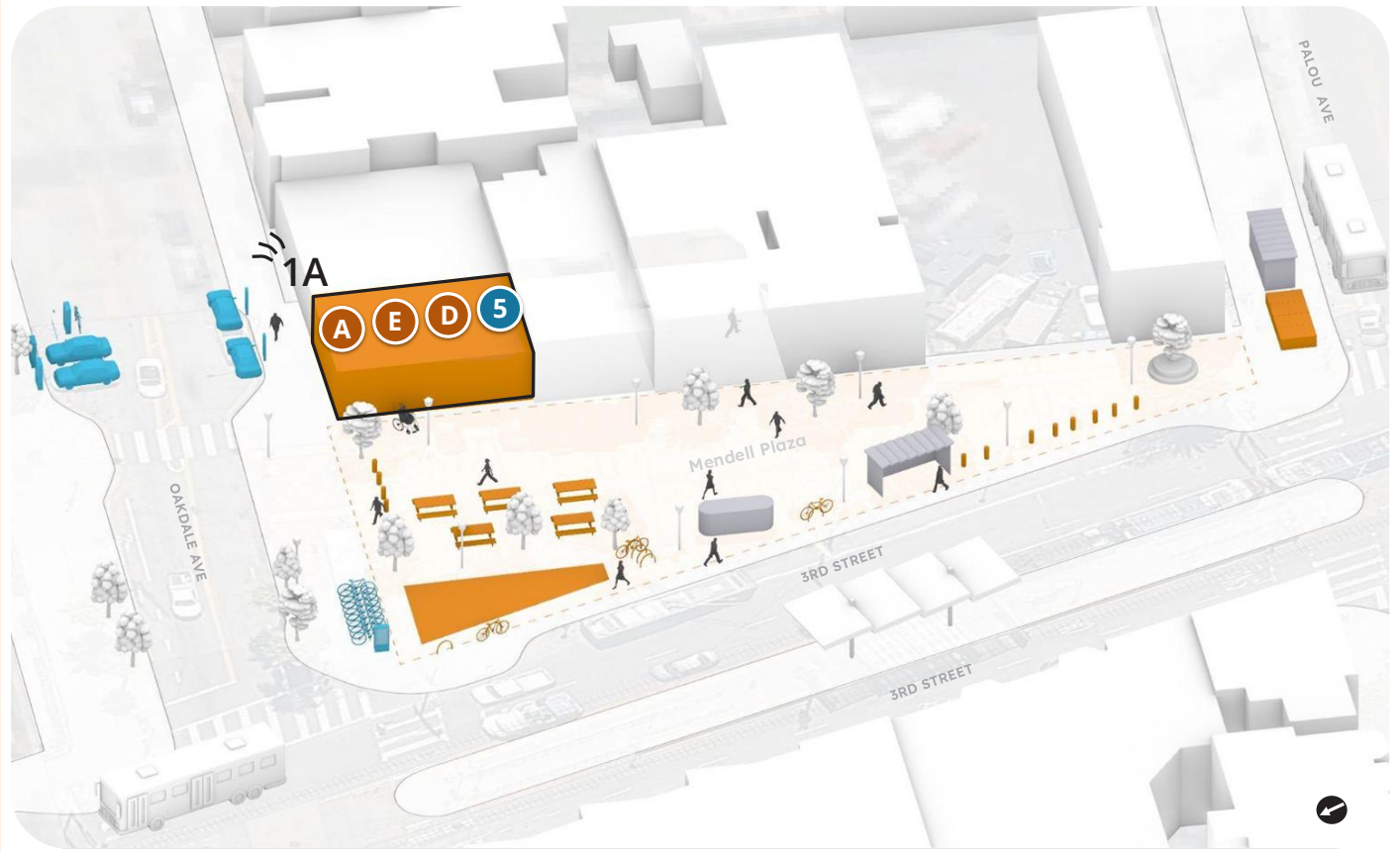
Existing and proposed services and amenities listed to the left correspond with Map 11 on the following page.

MAP 11 Mendell Plaza Mobility Hub Recommendations



**MAP 12** Mendell Plaza Mobility Hub - Consolidated City Services Center

**Consolidated City Services Center**



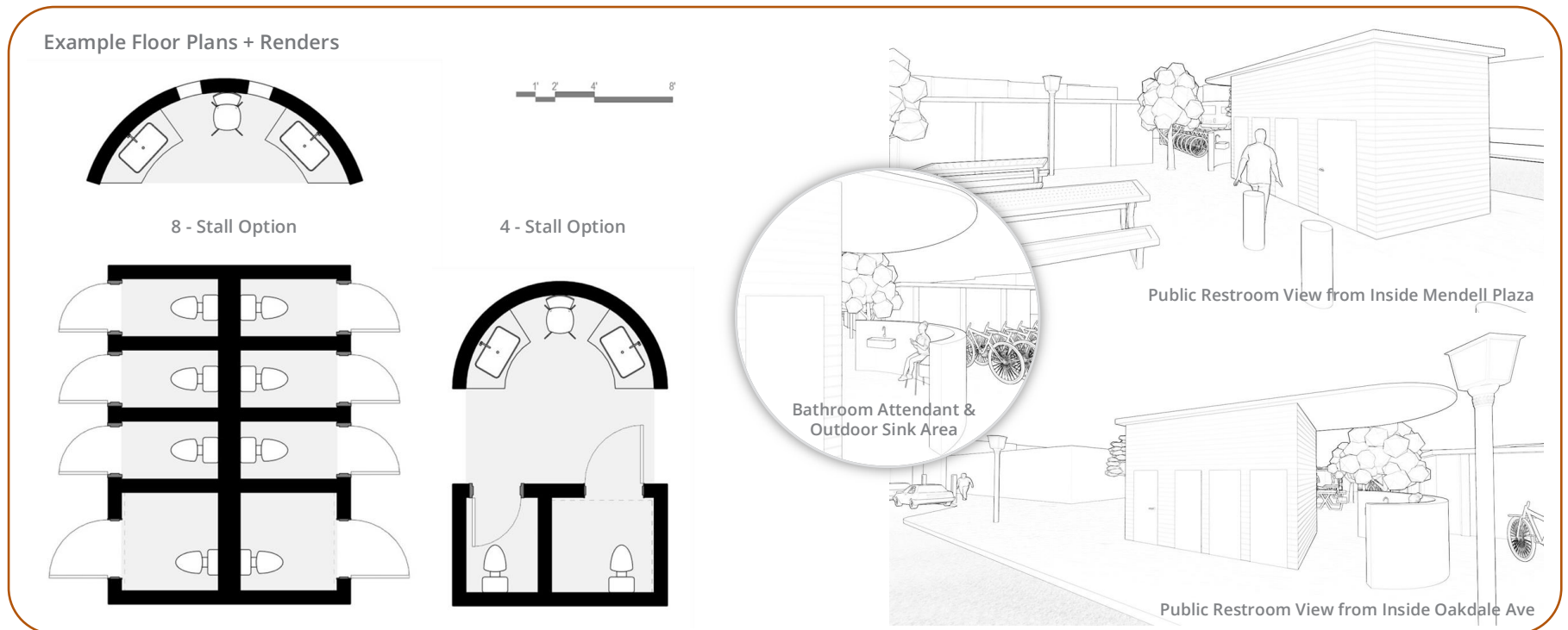
There may be an opportunity to lease plaza-facing space from a private property owner to host a small, staffed City Services Center that could provide for a variety of needs. In this scenario, the City could operate a 'Customer Service Counter' to provide information about various City services and programs. This space could also include wheelchair repair, common carrier package pick-up, public restrooms, and potentially additional community space.

**FIGURE 12** Mendell Plaza Mobility Hub - Permanent or Semi-Permanent Public Restrooms



### Permanent or Semi-Permanent Public Restrooms

The project team explored the possibility of introducing permanent or semi-permanent restrooms in the plaza to improve comfort and expand available amenities. A test fit was developed for two options: one with eight stalls and one with four stalls. Both versions include public sinks and space for a bathroom attendant.

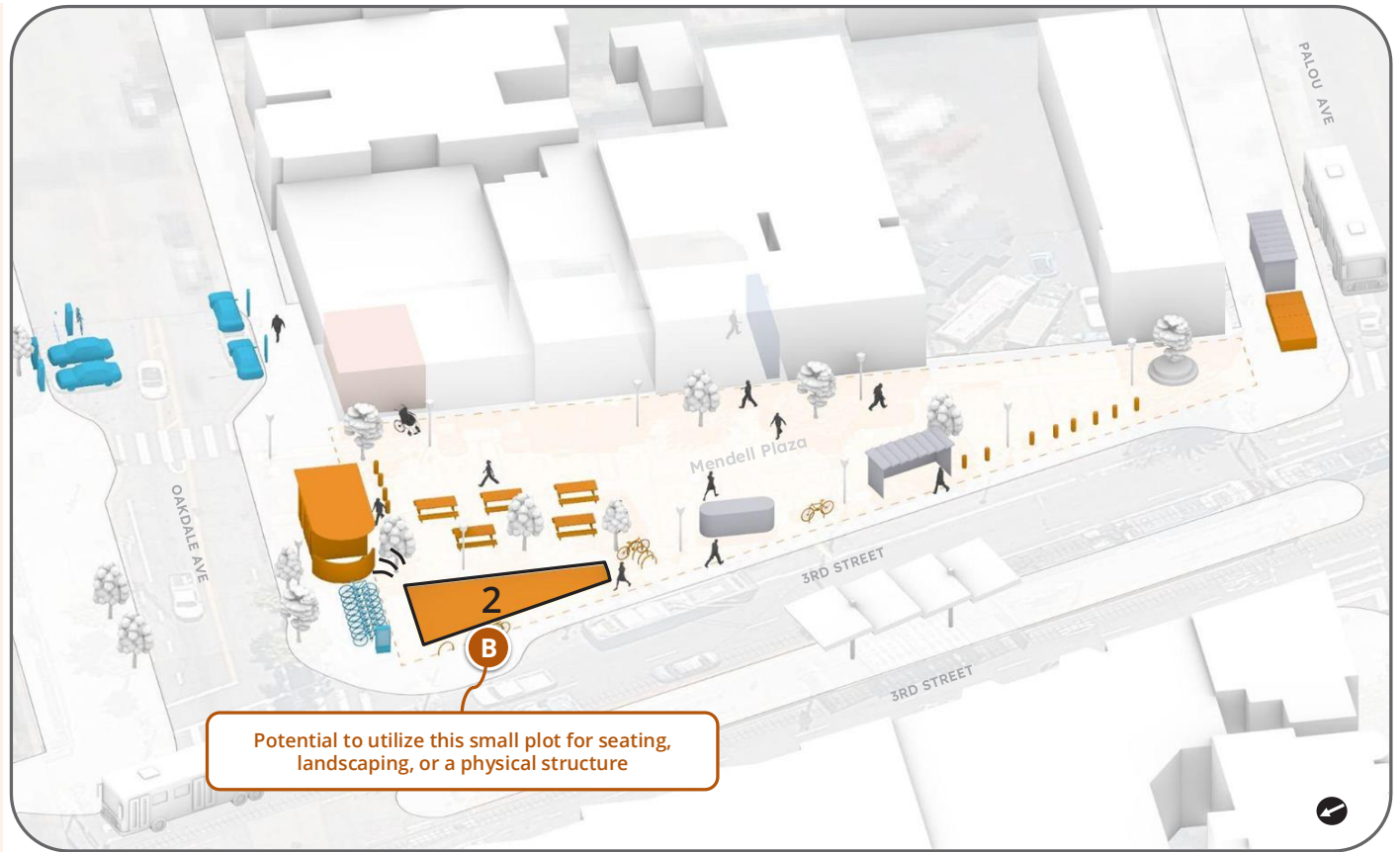


**MAP 13** Mendell Plaza Mobility Hub - Empty Plot Usage Suggestions

**Programmed Kiosk for Commerce or Community Organization**

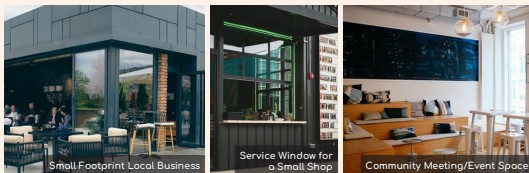


There may be an opportunity to lease plaza-facing space from a private property owner to host a small, staffed City Services Center that could provide for a variety of needs. In this scenario, the City could operate a 'Customer Service Counter' to provide information about various City services and programs. This space could also include wheelchair repair, common carrier package pick-up, public restrooms, and potentially additional community space.



**Other potential uses for the site...**

**Small Retail or Community Center**



A small retail or community-oriented space could also be introduced on the site, such as a compact co-working room, a community meeting space, or a small business storefront. This would bring activity to the plaza while offering flexible programming that can respond to local needs.

**Seating & Landscaping Improvements**



Targeted seating and landscaping could be added to the small plot to create a stronger sense of place from the street while still keeping the plaza open and accessible. This approach enhances comfort and identity without enclosing the larger space.

## MAP 14 Mendell Plaza Mobility Hub - Bicycle Infrastructure Improvements

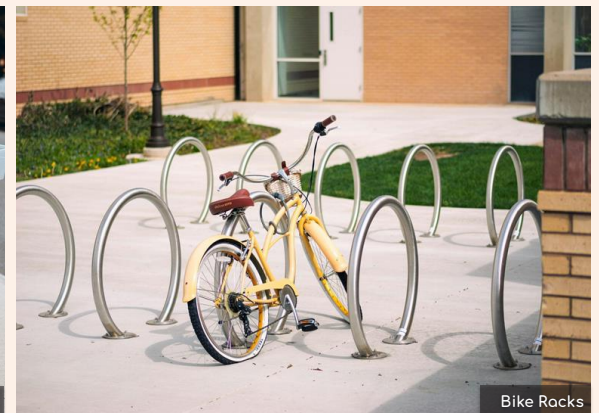
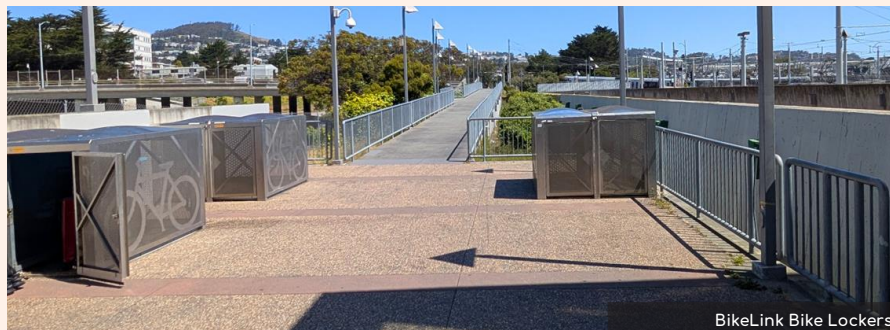
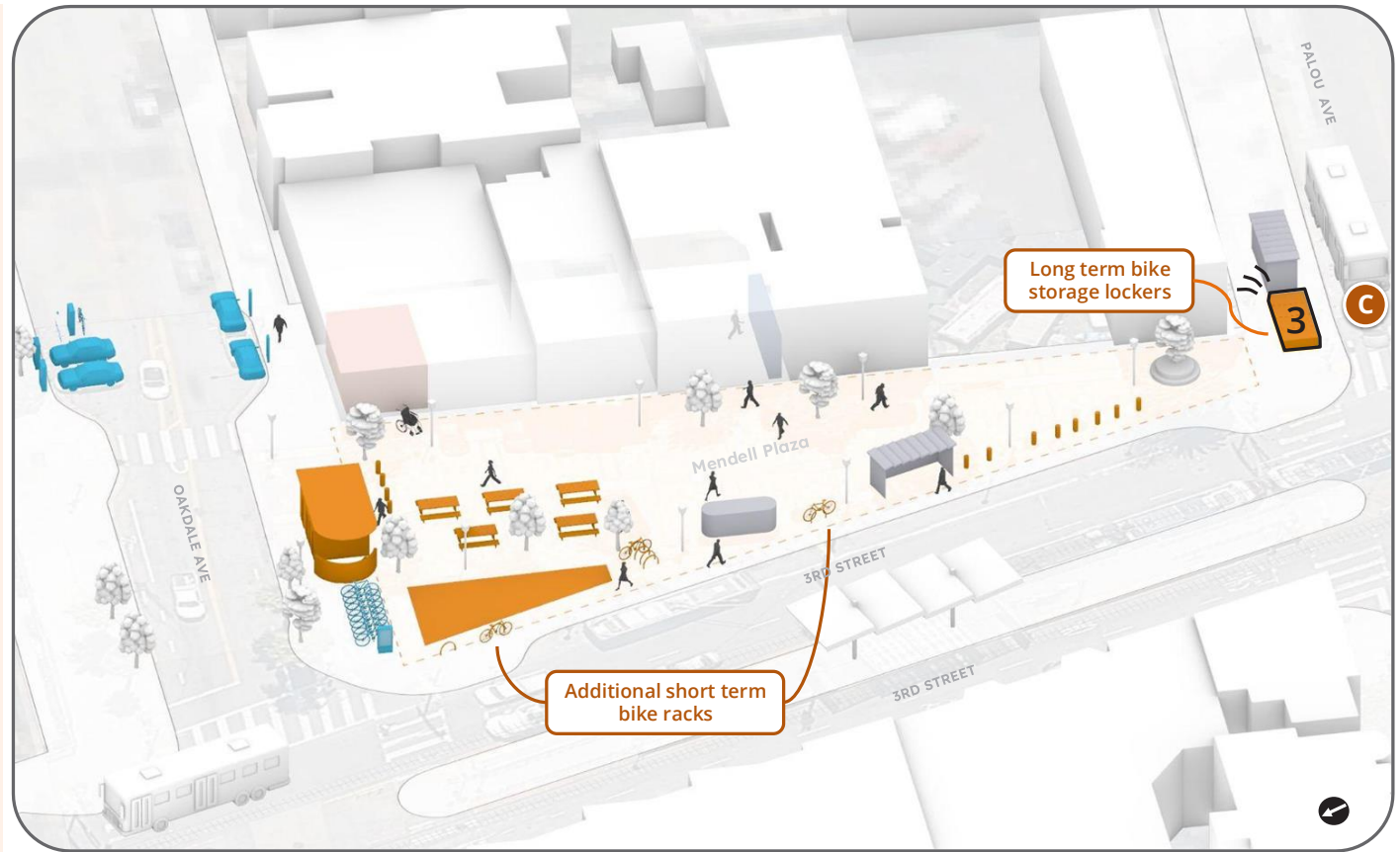
### New Long- and Short-Term Bike Parking



There are opportunities to improve bicycle access on the site by adding both short- and long-term parking options. Short-term parking can be supported through additional bike racks placed in convenient, visible locations throughout the plaza.

For long-term needs, the site also has room to incorporate secure bike lockers that serve commuters looking for protected storage.

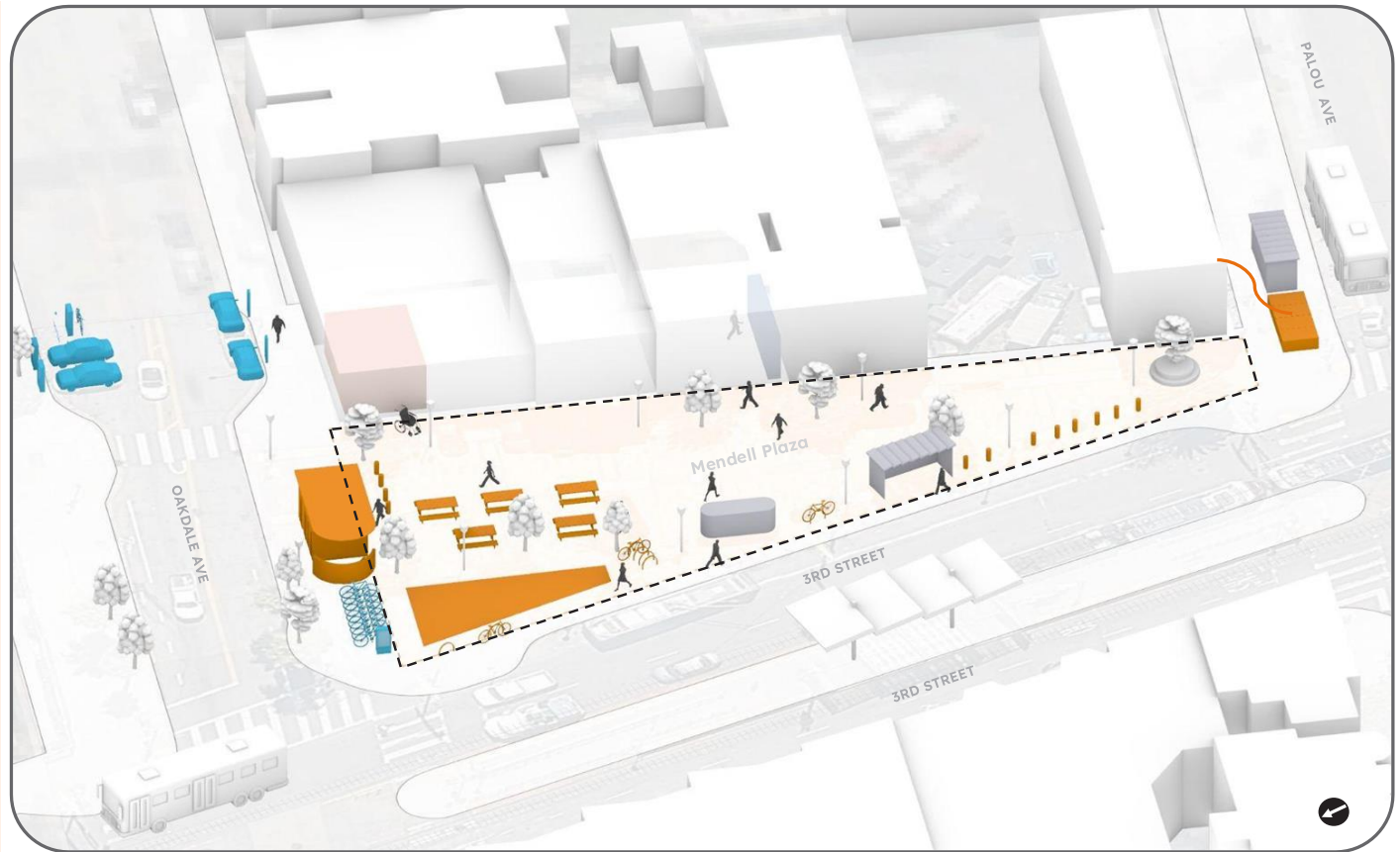
Together, these elements create a more welcoming environment for people who arrive by bike and strengthen overall mobility options for the area.



## MAP 15 Mendell Plaza Mobility Hub - General User Improvements

### Pop-Up Programming

The plaza space can support flexible pop-up programming, where local businesses or neighborhood groups can activate the space with temporary displays, small markets, demonstrations, or interactive activities.



### Bollard Improvements

New adjustable bollards could be introduced to help manage vehicle access and reduce the amount of informal parking on the plaza.

These bollards would allow the City to control when cars are permitted, while keeping the space safer and more comfortable for pedestrians during most hours. This approach supports a more flexible plaza environment without fully restricting operational needs.



### Additional Seating

Additional seating could be added throughout the plaza to improve comfort and support everyday use. Options may include fixed benches, movable chairs, or small shaded clusters that enhance the space without limiting flexibility.

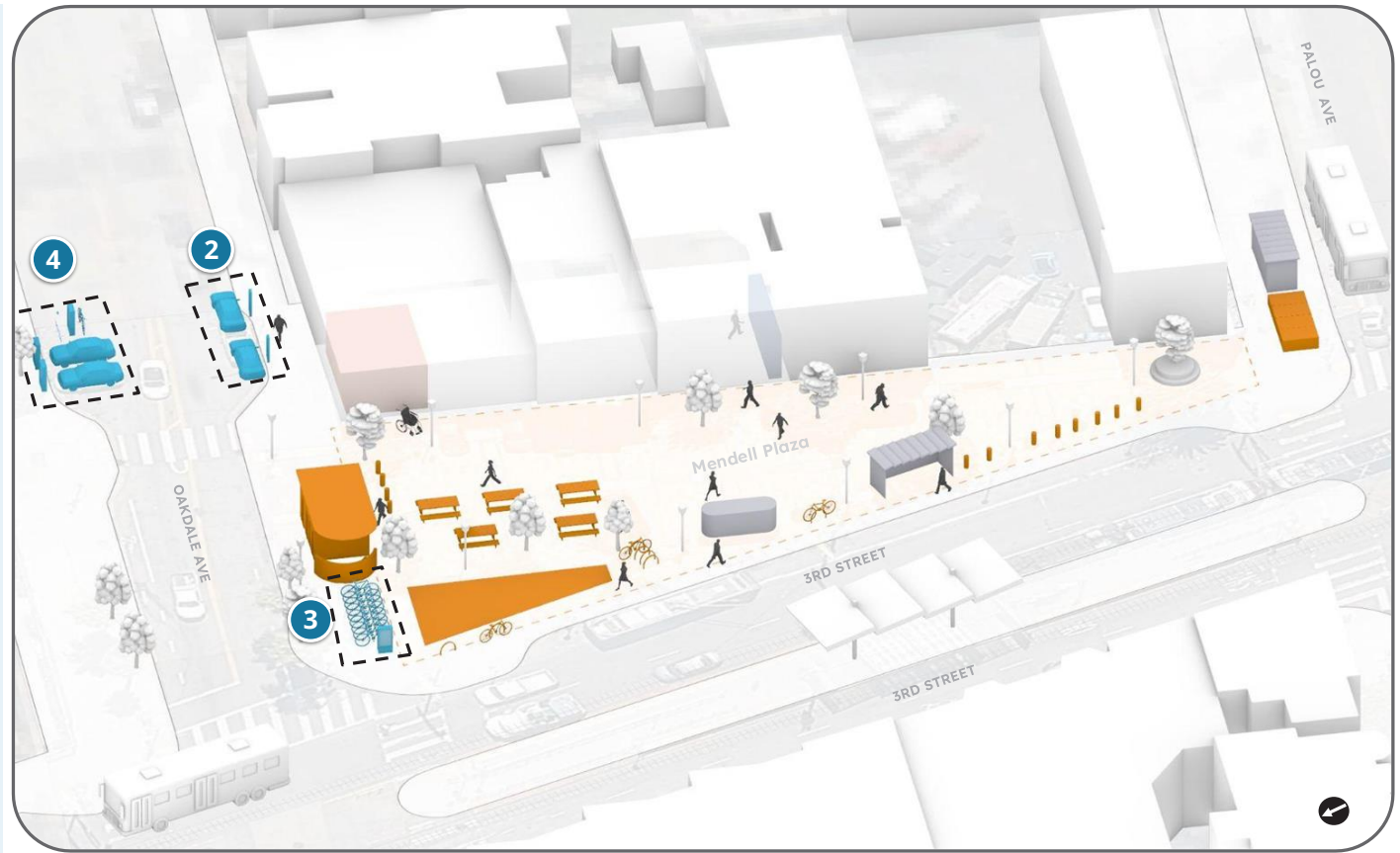


## MAP 16 Mendell Plaza Mobility Hub - Mobility Services

### Dedicated Carshare Parking



Dedicated on-street car share parking spaces provides convenient access to shared vehicles. These spaces help reduce personal car dependency and support more flexible travel choices within the area.



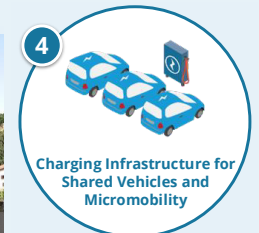
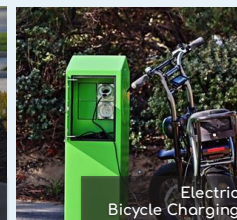
### Relocated Bay Wheels Station

Relocating the existing bikeshare station at Oakdale Ave/Phelps St to the plaza allows for easier transit connections and strengthens first- and last-mile connections for everyday trips.



### Charging Infrastructure

New charging infrastructure for e-micromobility and electric vehicles could be introduced here to meet growing demand for low-carbon mobility and provide users with a convenient and reliable place to charge and connect to other modes.





BAYSHORE

Caltrain

KEEP OFF THE TRACKS  
KEEP OFF THE TRAINS  
KEEP OFF THE SIGNALS

Caltrain logo

Caltrain logo



# 4

## Bayshore Caltrain

As identified in the original grant scope, the Bayshore Caltrain station is a major transit anchor point with heavy rail in southeast San Francisco. Until the demolition of Candlestick Park, the station served major events for the Giants, 49ers, or other major concert and entertainment events. However, at the time of this plan, the station does not generate a significant number of trips.

Mobility Hub considerations are still relevant here, and this plan identifies future steps in conjunction with the slated development, formerly named the Schlage Lock Plan, now dubbed Baylands North.

# Baylands North Site Description

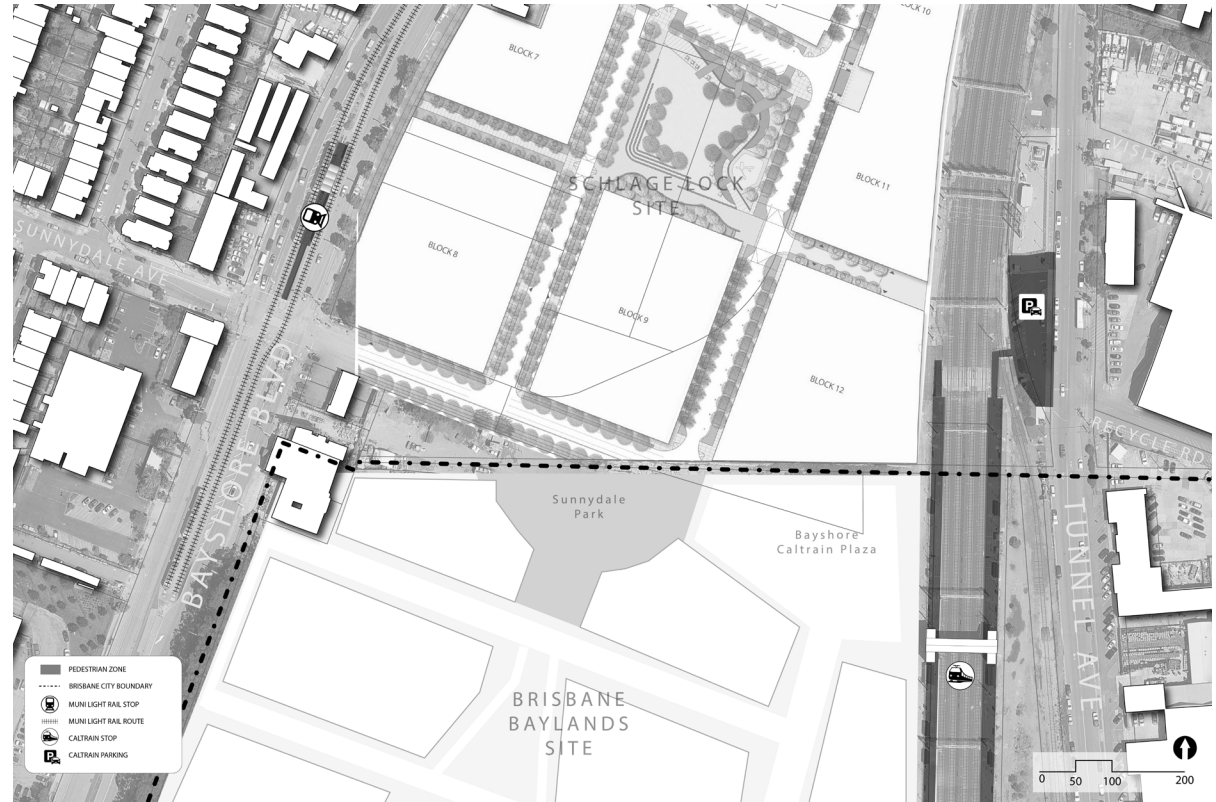
A new carbon-neutral Bay Area community is in motion, built from scratch with more than 10,000 residents, 20,000 well-paying jobs, hundreds of acres of open space and a solar farm big enough to provide 70% of the power the neighborhood requires

The first phase of construction will consist of three buildings, approximately 590 housing units, two parks, and a pedestrian-oriented retail strip. The developer has already completed the \$11 million renovation of the old Schlage Lock headquarters and spent \$35 million on cleanup and infrastructure work.

The developer's latest construction schedule spreads development over five years as follows, according to the city's 2023-31 state-mandated housing element:

- 2027: 362 dwelling units, plus 1.42 million square feet of commercial space
- 2028: 1,108 dwelling units
- 2029: 333 dwelling units, plus 1.98 million square feet of commercial space
- 2030: 108 dwelling units
- 2031: 289 dwelling units, plus 1.1 million square feet of commercial space

**MAP 17** Bayshore Station Planned Developments



# Bayshore Caltrain Mobility Hub Improvements

The Baylands development aims to centralize Bayshore Station as part of the 15-minute city model, providing all necessities within a next door setting where denizens can choose to walk, bike, transit, or drive. Trains arrive four times an hour, and the commercial campus integrates Caltrain into a programmable space

with gatherings, food halls, and conference facilities.

The project description also incorporates some lofty signature accommodation for electric vehicles, including “the world’s first EV-integrated microgrid,” which would utilize

an on-site fleet of electric vehicles charged by 100% green energy.

These advanced technological ambitions will need to also be coordinated with a wide range of mobility hub options to enhance multimodality and transportation service options.

## Coordination Process

Coordination for Baylands North transportation demand management will take place in conjunction with the SFMTA new development oversight requirements. These efforts collaborate closely so that the existing transportation system and the various goals from the agency—safety, sustainability, and choice—are maintained and grown as San Francisco grows.



THE  
**Food Pavilion**

INDIA BASIN WATERFRONT PARK

ewing



# 5

## India Basin Kit of Parts

The India Basin site serves as a model for other mobility hub locations in San Francisco, demonstrating how targeted improvements can enhance mobility options, support multimodal travel, and improve comfort during wait times and transfers. This section identifies a slate of improvements for the India Basin Waterfront Park, which could serve as a template across the city.

# India Basin Park

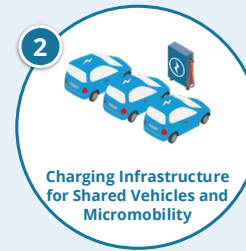
## Background and Context

India Basin is a newer waterfront park in between old and new Hunters Point housing developments. The park creates a recreational common space bridging different communities. It is accessible from the Bay Trail, which provides micromobility access to the rest of the Bay Area region, and is served by the 19-Polk Muni bus line.

Improvements at this location reflect solutions that can easily be accommodated elsewhere in San Francisco.

## India Basin Mobility Hub Improvements

### Proposed Anchor Services



### Other Proposed Amenities/Services

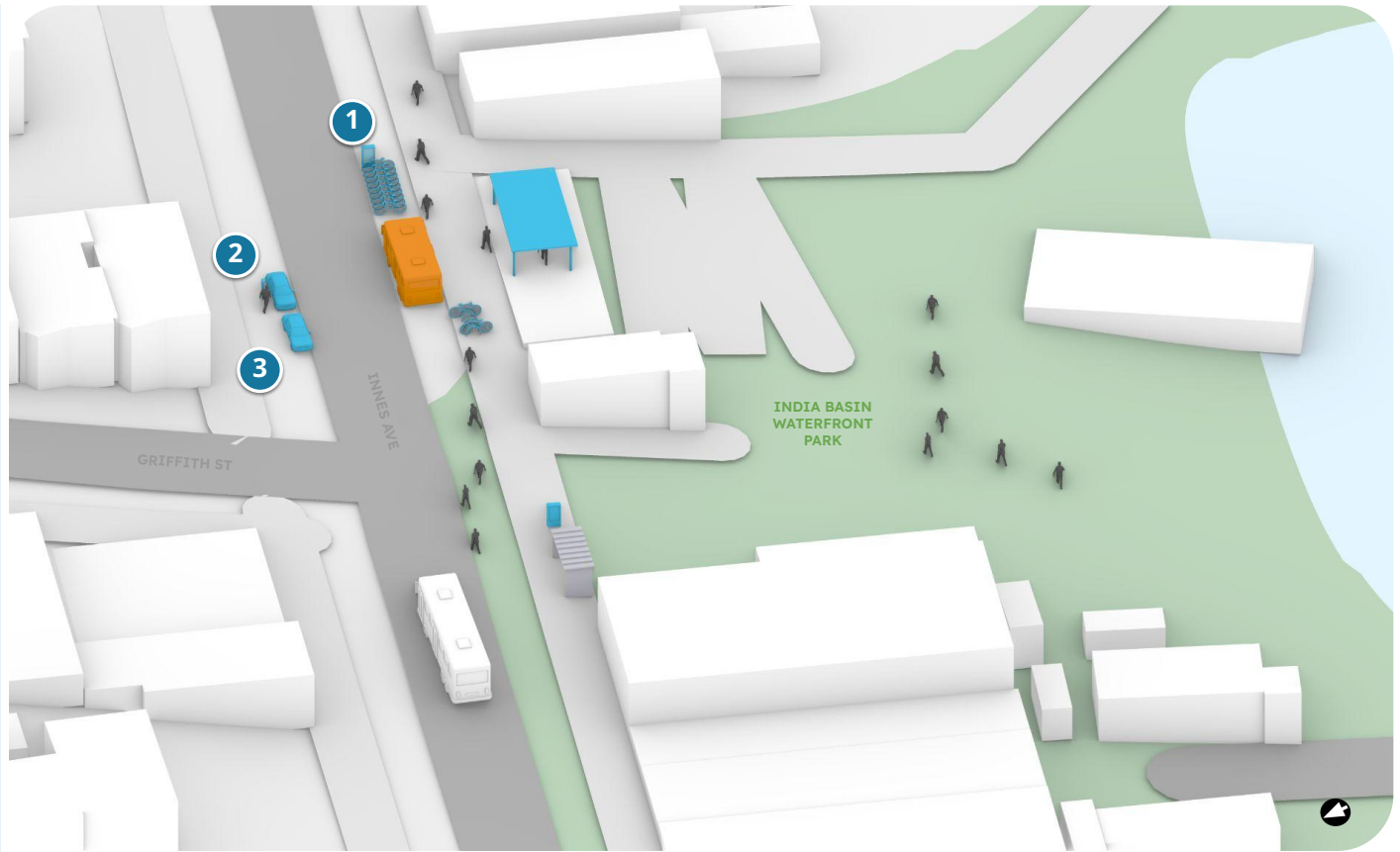
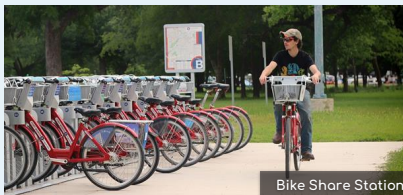


## MAP 18 India Basin Improvements

### Bikeshare

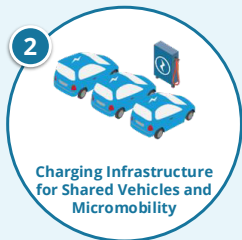


Bikeshare stations at India Basin support short trips within the neighborhood and connections to the Bay Trail, expanding access to the waterfront while providing a low-cost, flexible mobility option for nearby residents and visitors.



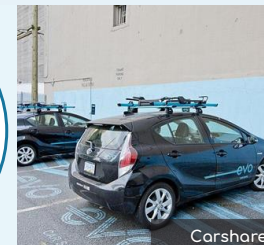
### EV Charging

Public EV charging supports the transition to electric vehicles and serves both local residents and visitors, helping reduce emissions while aligning with San Francisco's broader sustainability and climate goals.



### Carshare

Dedicated on-street car share parking spaces provides convenient access to shared vehicles. These spaces help reduce personal car dependency and support more flexible travel choices within the area.

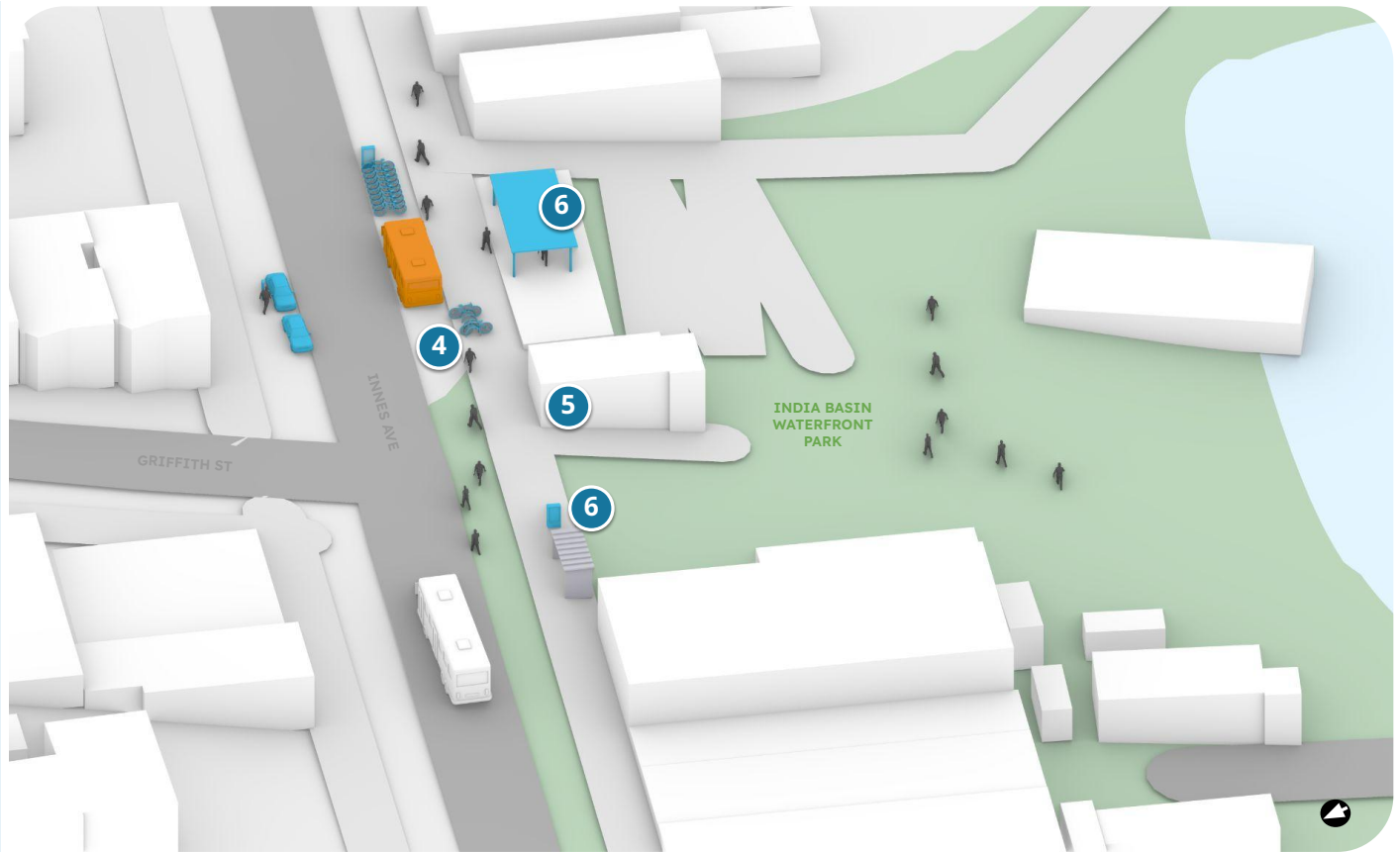


## MAP 19 India Basin Improvements (2)

### Long-Term Secure Bike Parking



Secure bike corrals and hangars offer safe, long-term bicycle parking for residents and park users, encouraging everyday biking while reducing clutter on sidewalks and improving overall comfort and accessibility within the park.



### Common Carrier Package Pickup and Other Delivery Services



Secure lockers provide convenient access to package and document drop-off and pickup, supporting residents with limited building services and reducing the need for additional vehicle trips.

### Transit Shelters and Real-Time Arrival Information

Utilize the existing covered seating area at India Basin Park along Innes Avenue as a flexible transit shelter and pedestrian waiting zone, enhancing comfort for bus riders and visitors while strengthening the park's connection to surrounding mobility networks. Real-time transit information displays reduce uncertainty and wait times, helping riders better plan trips and reinforcing transit as a reliable option for accessing the waterfront park and surrounding neighborhoods.







Southeast San Francisco

# Mobility Hubs Plan

March 25, 2026

