

CO-CREATION ROUND 3

WORKSHOP SUMMARY

Community Based Organization: BMAGIC

Relationship Manager: Marianne Glaser, Civic Edge/HDR

Workshop Date/Time: June 30, 2022 | 6:00 pm – 8:00 pm

Number of Workshop Participants by Language: 21 participants: 19 English, 2 Spanish

THEME	PROBLEMS	SOLUTIONS
Travel time (and delays)	<ul style="list-style-type: none"> ▫ Lack of reliable train schedule ▫ Passengers are paying the price for lack of coordination between agencies – Amtrak, BART, and Muni 	<ul style="list-style-type: none"> ▫ Provide passengers with other options when making announcements about delays ▫ Upgrade trains to travel at faster speeds ▫ Train should get there five minutes early to make sure it can leave on schedule ▫ Provide direct lines with fewer transfers
Service Frequency	<ul style="list-style-type: none"> ▫ Low frequency during weekends is an issue for those who work on weekends 	<ul style="list-style-type: none"> ▫ Provide longer service hours for shift/hospital workers ▫ Repeat instructions of service changes slower and multiple times
Station location/access to stations	<ul style="list-style-type: none"> ▫ Lack of connectivity to Santa Cruz and LA ▫ BART does not extend to north and east counties 	<ul style="list-style-type: none"> ▫ Make the stations more integrated parts of the community through mixed use station area planning ▫ If a station is closed, there should be signs that direct people where to go
Information and accessibility	<ul style="list-style-type: none"> ▫ Train connections are confusing to navigate between platforms 	<ul style="list-style-type: none"> ▫ Have one app for all transit systems ▫ Provide information in Spanish

	<ul style="list-style-type: none"> ▫ Apps aren't consistent and don't reflect delays ▫ Signage is only in English ▫ Trains and platforms aren't comfortable for elderly and children, or pet-friendly ▫ Difficult to understand conductors during service change announcements 	<ul style="list-style-type: none"> ▫ Improved speaker system for conductors ▫ Hire staff on platforms to help/guide passengers ▫ Give more time for passengers to enter/exit trains
Parking lot/out of scope	<ul style="list-style-type: none"> ▫ Safety ▫ Cost ▫ Cleanliness ▫ Lack of station maintenance including elevators, escalators, signs, and bus stops 	<ul style="list-style-type: none"> ▫ Increase security cameras, and security-guard patrolling ▫ Offer discounts and make ticketing system cash friendly ▫ Accept cash as payment ▫ Regularly clean and sanitize platforms, restrooms, trains and seats