

CO-CREATION ROUND 3

WORKSHOP SUMMARY

Community Based Organization: Community Resource Center of the SF YMCA (Recruiter)

Relationship Manager: Jocelyn Banuelos, Winter/HDR

Workshop Date/Time: July 8, 2022 | 10:00 am - 12:00 pm

Number of Workshop Participants by Language: 24 participants: 23 English, 1 Spanish

THEME	PROBLEMS	SOLUTIONS
Travel Time	<ul style="list-style-type: none"> Trains and buses are full and have too many stops during morning and afternoon rush hour Long commutes; not enough direct routes from rural areas that don't involve frequent transfers Frequent BART delays and unreliable train timing 	<ul style="list-style-type: none"> Have more direct routes (fewer transfers) and consistent timetables Fewer stops during peak rush hour times so people can get to work reliably and on-time
Service frequency	<ul style="list-style-type: none"> Will see back-to-back trains then long waits until next train 	<ul style="list-style-type: none"> Increase train frequency. Establish express trains at appropriate times.
Station location/access to stations	<ul style="list-style-type: none"> Stations are too far away. Stations in the outskirts need to have more options Currently there is a bus to/from SF but no BART in Santa Rosa Limited shuttles for passengers 	<ul style="list-style-type: none"> More trains in rural areas Extend BART to Sonoma and Napa counties; additional BART station in Santa Rosa Have private shuttle companies run to train stations
Crowded trains and stations	<ul style="list-style-type: none"> Full capacity on Amtrak during morning travel to work 	<ul style="list-style-type: none"> Better coordination with shuttle operators for seamless transfer and connections

DRAFT - DELIBERATIVE

Information and accessibility	<ul style="list-style-type: none"> ▫ Need better signage: very difficult for the visually impaired to find exit gates ▫ Mobile App Issues: Difficulties with Amtrak app and BART app; need integration with other rail apps ▫ No disability assistance on Amtrak 	<ul style="list-style-type: none"> ▫ More languages including sign language and louder/clearer PA system. ▫ People should be made aware of other apps like Next Bus and BART Runner ▫ Add tactile guide on the ground. Add signs with rhythmic beeping that also say “turnstile is this way...”
Parking lot/out of scope	<ul style="list-style-type: none"> ▫ Maintenance Issues: lack of access to toilets on trains ▫ Fare Cost: rides are expensive ▫ Safety and Security: robbed on BART ▫ Environmental Concerns: Effect of trains on the environment 	<ul style="list-style-type: none"> ▫ Bathrooms at BART should be better maintained ▫ Discounts for frequent riders ▫ Security cameras on BART ▫ Electrify all rail lines to reduce greenhouse gas emissions