

LINK21 CO-CREATION ROUND 3

WORKSHOP SUMMARY

Community Based Organization: Creating Restorative Opportunities and Programs Organization (Facilitator)

Relationship Manager: Michelle Sagent, Sagent Marketing/HDR

Workshop Date/Time: July 9, 2022 | 10:00 am - Noon

Number of Workshop Participants by Language: 17 English

THEME	PROBLEMS	SOLUTIONS
Travel time (and delays)	<ul style="list-style-type: none"> ▫ Takes too many trains/transfers to get to destination 	<ul style="list-style-type: none"> ▫ Provide more direct route for fewer transfers ▫ Sacramento to San Francisco, Sacramento to San Jose
Service frequency	<ul style="list-style-type: none"> ▫ Timing isn't convenient ▫ Posted hours don't match actual hours, delaying travel and making passengers late 	<ul style="list-style-type: none"> ▫ Provide rail options early in the morning, late at night and on weekends ▫ Implement customer service number or help desk, including early announcements if delays are predicted ▫ Match station opening hours to train schedule, or have station open before first train leaves
Station location/access to stations	<ul style="list-style-type: none"> ▫ People from suburbs need to commute to San Francisco and San Jose too 	<ul style="list-style-type: none"> ▫ Consider new station near Brentwood/Oakley/Discovery Bay and/or add more stops for the Tri-Delta buses to get to Antioch BART station ▫ Consider adding rail stations in Santa Cruz County, Monterey County, Solano County, and others

DRAFT - DELIBERATIVE

Parking	<ul style="list-style-type: none"> ▫ No parking available at BART stations at peak times 	<ul style="list-style-type: none"> ▫ Add more parking at the terminus stations, such as Antioch BART so that riders driving into these stations can park their cars
Information and accessibility	<ul style="list-style-type: none"> ▫ Rail is not accessible for people with disabilities, elderly, and children ▫ Wayfinding is difficult for non-English speakers 	<ul style="list-style-type: none"> ▫ Create an integrated app for all transit and introduce voice guides for accessibility, beginning with Spanish ▫ For non-tech savvy passengers: make route transfers available at kiosks using images and colors instead of words ▫ Add more train cars during peak hours so that there is more space for people with disabilities, elderly, and children ▫ Expand the SMART RT paratransit ▫ Create a Fast Pass – a universal pass that works on all the different systems across California
Parking lot/out of scope	<ul style="list-style-type: none"> ▫ Lack of amenities, safety, and cleanliness 	<ul style="list-style-type: none"> ▫ Provide charging stations and WiFi ▫ Clean trains, platforms, and restrooms more regularly ▫ Routine assessment/training of platform staff or security personnel to be more helpful to riders