

## CO-CREATION ROUND 3

### WORKSHOP SUMMARY

**Community Based Organization: Hmong Youth and Parents United (Facilitator)**

**Relationship Manager: Katherine Montanez-Montes, Kearns & West**

**Workshop Date/Time:** June 22, 2022 | 6:00 p.m -8:00 p.m

**Number of Workshop Participants by Language:** 23 Hmong

THEME	PROBLEMS	SOLUTIONS
Service frequency	<ul style="list-style-type: none"> <li>▫ The train schedule and my schedule do not align and that's why I don't want to use rail</li> </ul>	<ul style="list-style-type: none"> <li>▫ Have more trains on each route</li> </ul>
Station location/access to stations	<ul style="list-style-type: none"> <li>▫ No good connections from one route to the next</li> <li>▫ No stations close by</li> </ul>	<ul style="list-style-type: none"> <li>▫ Build more stations</li> <li>▫ Develop better bicycle routes to get to train stations</li> </ul>
Information and accessibility	<ul style="list-style-type: none"> <li>▫ There are no maps to let people know which train to take when they want to get to a destination</li> <li>▫ People do not speak English and difficult to navigate trains</li> <li>▫ Older adults have difficulty understanding how to use the train system</li> </ul>	<ul style="list-style-type: none"> <li>▫ Signs that let people know train numbers and routes</li> <li>▫ Provide information in multiple languages and have an app like Google Maps.</li> <li>▫ Have organization like HYPHU teach older adults so they will know how to use trains</li> <li>▫ Have schools take youth on trains to learn how to use trains</li> <li>▫ Provide Hmong recording when they purchase train tickets and when they have questions</li> <li>▫ Provide information about destinations in Hmong</li> </ul>

DRAFT - DELIBERATIVE

Access to destinations	<ul style="list-style-type: none"> <li>▫ No direct route to the airport</li> <li>▫ No route to places that people want to go</li> </ul>	<ul style="list-style-type: none"> <li>▫ Have direct routes to certain destinations like airport</li> <li>▫ Have routes that will take people to places they want to go</li> </ul>
Parking lot/out of scope	<ul style="list-style-type: none"> <li>▫ Cost: Fare prices for seniors and youth are too high, fares may not be comparable or more expensive than Lyft/Uber</li> <li>▫ Safety: stations are not well-lit; unhoused people on trains and at stations</li> <li>▫ Lack of cleanliness and amenities: no food on trains for long trips, lack of available restrooms</li> <li>▫ High volume of passengers: too many people ride Amtrak, afraid of strangers</li> </ul>	<ul style="list-style-type: none"> <li>▫ Provide free tickets for older adults and students</li> <li>▫ Have lights so people will feel safe</li> <li>▫ Provide sanitation tables and hand sanitizers at train stations and on the trains for people to use</li> </ul>