

## CO-CREATION ROUND 3

### WORKSHOP SUMMARY

**Community Based Organization: RCF Connections (Recruiter)**

**Relationship Manager: Jocelyn Banuelos, Winter/HDR**

**Workshop Date/Time:** July 7th, 2022 | 6: 00 p.m. – 8:00 p.m.

**Number of Workshop Participants by Language:** 12 English

THEME	PROBLEMS	SOLUTIONS
Service frequency	<ul style="list-style-type: none"> <li>Long wait time for trains</li> <li>Stranded at odd hours</li> </ul>	<ul style="list-style-type: none"> <li>Provide later and earlier trains to and from SFO to accommodate early and late flights in addition to work schedules</li> <li>Ensure no more than 30 mins between trains during non-peak hours</li> <li>New trains should be added based on specific, recent data of who is riding where</li> </ul>
Station location/access to stations	<ul style="list-style-type: none"> <li>Some stations open later than others – must travel to other stations that are out of the way</li> <li>Transit-oriented developments are replacing parking lots and ignoring needs of wider community who need to drive</li> </ul>	<ul style="list-style-type: none"> <li>Provide more bikeshare stations in key neighborhoods</li> <li>Better shuttle/bus systems into neighborhoods to funnel people into the rail system</li> </ul>
Parking	<ul style="list-style-type: none"> <li>Limited parking during peak hours around stations</li> </ul>	<ul style="list-style-type: none"> <li>Provide reserved parking spots for daily commuters who drive to the stations</li> <li>App could let you know about parking availability</li> <li>Clipper card discounts for people using parking</li> </ul>
Information and accessibility	<ul style="list-style-type: none"> <li>Trains are too crowded</li> </ul>	<ul style="list-style-type: none"> <li>App could let riders know how crowded trains are to</li> </ul>

DRAFT - DELIBERATIVE

	<ul style="list-style-type: none"> <li>▫ Lack of facilities for people with disabilities</li> <li>▫ Limited support for those traveling with luggage</li> <li>▫ Elevators and escalators are frequently out of order</li> </ul>	<p>let you decide if you want the next one</p> <ul style="list-style-type: none"> <li>▫ Combined information systems across agencies, an app or combined website that isn't necessarily a third-party site</li> <li>▫ Clearer/louder audio announcements</li> </ul>
Parking lot/out of scope	<ul style="list-style-type: none"> <li>▫ At the beginning of COVID-19, they were serious about COVID procedures but now they are not being taken seriously</li> <li>▫ BART is too noisy, and the vibrations are scary</li> <li>▫ Safety – on platforms and in parking lots</li> </ul>	<ul style="list-style-type: none"> <li>▫ Increase social distancing by having more train cars</li> <li>▫ Replace fleet completely with new trains, prioritize the ones that are particularly noisy</li> <li>▫ Have paid staff to assist riders – on platforms and in parking lots</li> </ul>