

CO-CREATION ROUND 3

WORKSHOP SUMMARY

Community Based Organization: Resources for Independent Living (Recruiter)

Relationship Manager: Michelle Alexander, Sagent/HDR

Workshop Date/Time: June 27, 2022 | 1:00 p.m. – 3:00 p.m.

Number of Workshop Participants by Language: 21 English

THEME	PROBLEMS	SOLUTIONS
Travel Time	<ul style="list-style-type: none"> Long wait before train arrives Trains are late 	<ul style="list-style-type: none"> Faster trains More train routes
Service frequency	<ul style="list-style-type: none"> Trains don't run often throughout the day 	<ul style="list-style-type: none"> Increase service on days and times most needed; 24-hour service
Station location/access to stations	<ul style="list-style-type: none"> Rail stations are too far from home There is a big gap in stations between Sacramento and Roseville 	<ul style="list-style-type: none"> More stations between Sacramento and Oakland and in each city Build a station between Sacramento and Roseville
Transfer	<ul style="list-style-type: none"> Hard to make connections between buses and rail because buses are late 	<ul style="list-style-type: none"> More routes to allow for fewer transfers
Serving people with disabilities	<ul style="list-style-type: none"> Not enough customer service to assist people with disabilities Not enough time at stations for disabled passengers to get on/off Wheelchair signs don't recognize all disabilities, especially nonvisible ones Lack of sensitivity of staff to needs of the disabled No staff available to assist with access to platform 	<ul style="list-style-type: none"> More staffing: training and role-playing for staff to better serve the disabled Provide opportunities for feedback and representation of disabled Consistent and accommodating timing Provide special assistance to disabled individuals Priority seating for people with disabilities; bigger seats

DRAFT - DELIBERATIVE

		<ul style="list-style-type: none"> Signs or training from independent living centers
Information and communication	<ul style="list-style-type: none"> Lack of information on rail services Amtrak app is difficult to use; BART and Amtrak websites are confusing BART announcements aren't loud enough Old trains don't say where they are going 	<ul style="list-style-type: none"> Have disabled people check accessibility of apps, websites Have announcements like in London or Hong Kong Clearer maps Apps showing train location in real-time, information on multiple transit systems Rails light up when train arrives
Parking lot/out of scope	<ul style="list-style-type: none"> Cost of Amtrak, BART is too high Don't feel safe on BART or at stations Stations are crowded Elevators are broken 	<ul style="list-style-type: none"> Reduce cost Provide discounts for disabled Improve security and safety Have staff to check in with passengers