

CO-CREATION ROUND 3

WORKSHOP SUMMARY

Community Based Organization: San Francisco community Youth Center (Recruiter)

Relationship Manager: Emmy Kim, Civic Edge/HDR

Workshop Date/Time: June 27, 2022 | 3:00 pm – 5:00 pm

Number of Workshop Participants by Language | 26 Cantonese

THEME	PROBLEMS	SOLUTIONS
Travel time (and delays)	<ul style="list-style-type: none"> ▫ Delays and missed transfers ▫ Delays due to short circuits and other issues related to ageing infrastructure ▫ Delays due to accidents 	<ul style="list-style-type: none"> ▫ Shorten the transfer time, better coordinate transfers ▫ Add new technology. Develop an app to achieve real-time notification/to update the schedule ▫ Increase regular maintenance of the aging infrastructure
Service frequency	<ul style="list-style-type: none"> ▫ Low frequency of trains – both BART and Caltrain 	<ul style="list-style-type: none"> ▫ Decrease the slow trains, increase the express trains ▫ Increase frequency of trains during non-rush hours also
Station location/access to stations	<ul style="list-style-type: none"> ▫ Rail stations are too far from destination – need to take other modes of transport to complete the journey (get from nearest station to the destination) 	<ul style="list-style-type: none"> ▫ Increase shuttle buses and bike paths around station area ▫ Establish better connections with different transportation systems. For example, use an underpass to connect BART and Caltrain
Parking	<ul style="list-style-type: none"> ▫ Not enough parking spaces, if driving a car to ride BART. ▫ Difficult to park a car in the pick-up and drop-off area 	<ul style="list-style-type: none"> ▫ Build a high-rise automated parking lot, in order to expand the pick-up and drop-off spaces
Information	<ul style="list-style-type: none"> ▫ Insufficient wayfinding signage, instructions and maps 	<ul style="list-style-type: none"> ▫ Add multilingual signage, maps, instructions in stations and on trains

DRAFT - DELIBERATIVE

		<ul style="list-style-type: none"> ▫ Provide a QR code for people to scan/download the train maps
Parking lot/out of scope	<ul style="list-style-type: none"> ▫ Cost: Increased fares, few and inaccessible discounts ▫ Safety: Harassment, bikes on crowded trains, deaths due to falling on tracks ▫ Lack of cleanliness and amenities ▫ No mobile-phone signal and no internet access in tunnels 	<ul style="list-style-type: none"> ▫ Offer discounts for frequent riders, and add a group-ticket discount ▫ Make it easier to access/use existing discounts ▫ Only passengers should be able to access platforms ▫ Increase security cameras, and security-guard patrolling ▫ Install protective walls that will open only after the train stops, for the passengers to go on/off the train ▫ Add retail areas to the station