



MEETING MINUTES

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| Distribution: | Tim Chan, BART | Date: | April 5, 2011 |
| From: | Daniele Petrone, Jessica ter Schure | | |
| Project Title: | Daly City Station Access Improvement Plan | Meeting: | Community Meeting |
| Location: | Pilipino Bayanihan Resource Center, 2121 Junipero Serra Blvd., Daly City, CA 94014 | Time & Date: | 6:00 PM to 8:00 PM, 3/29/2011 |
| Present: | BART: Tim Chan, Roddrick Lee City of Daly City: Richard Berger, Tatum Mothershead, Mayor Carol Klatt Fehr & Peers: Christine Carey Nelson\Nygaard: Daniele Petrone Community Members: Stephen Heide, Olive Parina, Steven Hauu, Mohamed Sirker, Conchita Mitchell, E. Galeon, Eddie Rosete, J. Lu, Sylvia Alvarez-Lynch, Perla I., Emigdio I., Priscilla Lectura, Divina S. Cortes, Lily Esmilla, Dortie Panizi, Eduina Aniaga, Sonny Alano, Anothony Pico, Genevieve Jopanda, Marico Enriquez | | |

1. Introduction and Presentation

Tim Chan introduced himself and the Daly City BART Station Access Improvement Plan (SAIP). His presentation included an overview of the project, what the study will focus on, and general information on current and future conditions at the Daly City BART station.

The SAIP will focus on transit operations, pedestrian and bicycle access, safety concerns, and patron experience. The goals of the plan are to (1) efficiently and effectively accommodate planned increases in bus and shuttle service, (2) provide more efficient drop off, pick up, and layover areas, (3) improve the bus and shuttle transfer environment and experience, (4) improve bicycle and pedestrian conditions and connections, (5) reduce impacts on nearby neighborhoods, (6) preserve future TOD sites owned by BART, and (7) evaluate the feasibility of a potential at-grade crossing at John Daly Boulevard and Niantic Avenue.

2. Questions and Comments from Community Members

Throughout Tim Chan's presentation, various community members asked questions and made comments on current conditions at the BART station. Others suggested topics the SAIP should include in its analysis, and suggested possible interventions and solutions. These questions and comments are presented below. Questions are followed by answers by either BART or consultant staff, presented in *italics*.

Comment: A lot of people don't know that there's an underpass under John Daly Boulevard.

Question: What about building an overpass? *Typically, people are less inclined to use an overpass because you can't see your destination and it involves going up as a first step.*

Question: What about if the overpass connected directly to the station platform, so users wouldn't have to go back down? *BART requires access to the platform and faregate areas to be on separate levels.*

Question: Why isn't there more enforcement by BART police? Specifically for cars illegally parked/dropping off riders in red zones, people bringing food on trains, etc. *The BART Police Department is understaffed, but is making every effort to address these concerns.*

Comment: Any wayfinding/real-time arrival/departure signage installed at the station should be both for trains and buses.

Question: I heard that the escalators are not uniform between BART stations. So, is it possible that BART could identify a vendor that sells escalators with the same or compatible parts so that when breakdowns occur, spare parts are on hand and we minimize the time escalators are out of service? Break downs should be anticipated. *BART staff will look into this suggestion.*

Comment: The signage for the pedestrian tunnel is very poor. Even as a trial, BART should experiment with better signage and patrols during peak hours to limit the illegal and dangerous crossings of John Daly Boulevard. There is an immediate need to improve pedestrian safety at this station.

Comment: Lighting in the pedestrian tunnel and station area is very dark and seems unsafe. *BART will address lighting as part of this plan.*

Comment: Lights are often on all day when they really shouldn't be. It's a waste of energy.

Comment: There is a leak in the ceiling by the phone booths. This could be a good location to place planters so that we don't waste the water and limit liability from people possibly slipping in the wet area.

Comment: There should be better waiting areas to protect bus patrons from the elements. Also, the transit center is poorly lit.

Comment: The kiss and ride area needs to be improved.

Comment: It is scary to walk to the station from the surrounding neighborhood, especially for the disabled, elderly, and other vulnerable populations. Robberies have been reported.

Question: Would it make a difference to have ticket machines on the south side of the pedestrian tunnel? Or is there some other way to attract people to the tunnel and give them a reason to use it? Perhaps a coffee stand? *BART is planning to locate a coffee vendor at the station in the near future.*

Comment: Any sort of food/beverage vendor would encourage people to bring food or drinks on the train. *It would also be for people exiting the train, but your comment has been noted.*

Comment: The City has tried to curtail the illegal and dangerous at grade crossings on John Daly Boulevard by installing fencing in the median. BART should look at an overpass and maybe connect it to the upper levels of the parking garage. This would make it feel safer at night. If the overpass was there, people would use it.

Comment: There should be walls on the side of the station/platform area to protect people from the weather.

Comment: Buying tickets is too difficult for seniors. There needs to be a window or ticket machine specifically for seniors. It should be a simple process, and senior tickets should be available in the vending machine.

Comment: A ticket kiosk is needed at the Daly City BART station.

Question: Is there a BART Director that specifically deals with senior/disability issues? *Not specifically, but the Director for the Daly City station is Tom Radulovich. His detailed contact information is available at bart.gov and his email address is boardofdirectors@bart.gov. Make sure to address your email directly to Tom.*

Comment: The seats need to be changed. They smell and have been there for too long. *Email Tom to let him know. BART is in the process of replacing all the existing rail cars in its fleet. Community input on the design of the cars will be solicited this summer. BART is also looking at directing some funds to additional cleaning/replacement of existing seats as well.*

Question: Are you taking into account recent studies that show that Americans need wider seats on transit vehicles? *BART actually has the widest rails seats in the country. Design options for the new cars will include small and large seats, more doors, etc.*

Question: Is it possible to have pre-recorded announcements like they have on MUNI? These announcements could tell people not to block doors, give seats to the elderly/pregnant women, etc. *The new cars will have automated station announcements in different languages, so recorded messages are definitely possible in the future. Train operators could do so via loudspeaker before then.*

Comment: The most important announcements are the station arrival announcements. Some operators don't do it. *As a short term resolution, BART is distinguishing between stations with different colors and improved signage. The new rail cars may also have an electronic route map with the real time location of the train and which station it is approaching.*

Question: What is the current schedule for train procurement? *The design process will continue into this summer, and the first 100-200 train cars will most likely arrive in 2017, depending on funding.*

Question: With the new rail cars, what will control the doors opening/closing? *The operators, as is so with the existing BART rail cars.*

Comment cards were also given to meeting participants at the beginning of the community meeting. Comments received on these cards are summarized below:

Comment: The seats smell. They should be changed to vinyl or leather seats.

Comment: Is there a way to put a sign or board near the entrance area so that people will see what BART train is approaching or leaving, so they will not have to hurry to go upstairs?

Comment: Fix the escalator! It has been over six months already! Crosswalks need to be increased.

3. Meeting Conclusion

Tim Chan thanked community members for participating in the meeting, and encouraged everyone to remain involved in the planning process. Various plan alternatives will be presented to the community at a meeting this summer.