

## HUB REVIEW FINDINGS - RICHMOND BART/AMTRAK STATION

### Date of Hub Review:

October 17, 2006

### Participants:

Laura Timothy, BART; Sarah Syed, BART; Carolyn Clevenger, Metropolitan Transportation Commission (MTC); Aaron Priven, AC Transit; Jim Allison, Capitol Corridor; Robert Raburn, East Bay Bicycle Coalition; Elizabeth Cruz, Wilbur Smith Associates; Carol Levine, Wilbur Smith Associates; Harley Goldstrom, Harley & Associates.

### Existing Hub Conditions:

The Richmond BART Station is currently undergoing a transformation with the construction of an infill housing development and intermodal transit center. A key element of the project is a pedestrian mall (Nevin Plaza) which will connect the west half of the development to the transit station. The plaza will form a new entry/exit point leading to bus loading platforms and establish new pedestrian connections to downtown Richmond and nearby Kaiser Hospital. At present, the project seems to be approximately 50-60% complete.

This transit hub is served by BART, Amtrak with Capitol Corridor and San Joaquin Service, Golden Gate Transit and AC Transit.

## CORRECTIVE ACTIONS

### WAYFINDING:

An integral piece of the intermodal center's overall success will be linked to the way in which visitors access this space. Consequently, it is important to include a wayfinding sign program that will connect the new the transit hub entrance to surrounding roadways and pedestrian entries as well as between the bus transit facility, BART station, and Amtrak station. The wayfinding sign program would create a consistent, easy to read, easy to find, hierarchical set of information that would allow passengers to flow from entries to transit services to exits in a convenient and accessible manner. Currently the new entrance to the transit center is under construction; consequently, it will be important to assess how the new center will affect existing wayfinding once the construction is completed.

Wayfinding program corrective actions should include but are not limited to:

#### Identification of station or transit operator

- Install directional wayfinding signs from the surrounding roads, bike lanes and pedestrian access points (see checklist question #1, photo #1);
- Install station name and operator logos on a monument sign at the station entries (see checklist questions #2, 3, 5; photo #4);

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### Moving around or entering or exiting the station

- Install signs at all decision points in the hub which direct passengers between BART, Amtrak/Capitol Corridor, AC Transit and Golden Gate Transit platforms, ticket machines, RTICs, and bicycle facilities, including:
  - Station entrances and exits (photos #2-3);
  - The new Transit Center lobby;
  - RTIC and ticket machines;
  - Entrance and exit to Amtrak/Capitol Corridor (photos #5-7, 12);
  - Bus boarding platforms;
- New signs that direct passengers to the various bus stops and platforms should include operator logos (see checklist questions #6, 7; photos 8-10);
- Add accessible pathway signs that guide people to elevators at various locations in the hub (see checklist question #13; photo #5);
- Use a consistent and bold arrow design at all decision points (see checklist question #16);
- Add international icons and symbols where appropriate;
- MTC will work with a transit operator who will take the lead on the development of a comprehensive and consistent wayfinding sign program, including providing funding for program development and P S & E costs.

### Identification of where to board or wait for transit

- Improve directional signage between BART/Amtrak platforms and bus boarding platforms (see checklist questions #17, 19; photos #8-10, 12, 15);
- Clearly identify the different boarding platforms for opposite directions of travel for the same transit route (see checklist question #18);
- Use consistent, new agency logos on bus stop signs (see checklist questions #19, 21);
- Improve bus stop signage for Golden Gate Transit (see checklist questions #20-21);
- Install consistent Braille signs on all bus stop poles and/or shelters. Use mounting hardware that allows for changeable route information (see checklist question #20).

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### CUSTOMER INFORMATION:

The following customer information should be installed at the new transit center and bus shelters as a part of a complete and comprehensive wayfinding program:

#### Regional Transit Information (RTIC)

Currently there is one RTIC at this hub, located in the lobby outside the BART station (photo #17).

- A new RTIC should be installed at a central location in the new transit center.
- For the existing RTIC in the BART station near the station agent's booth, the information should be reorganized and updated with new attractive and bold graphics;
- The RTIC would include
  1. The regional 511.org transit map; and
  2. Subregional or system map for local operators.

#### Local Transit Information

- Local transit information would include:
  1. Subregional or system map for local operators;
  2. Schedules and service hours;
  3. Fares and specific system information;
  4. Hub layout map; and
  5. Local vicinity map.
- Establish three or four locations in the hub where local transit information is provided (see checklist questions #29-33; photos #13-14) including the new transit center, existing RTIC installation and the bus loading area.
- Coordinate these locations with RTIC installations wherever possible;
- Provide up-to-date schedules and route maps at boarding platforms (see checklist questions #20, #31-32; photos #13-14, 16);
- Update local vicinity maps including landmarks and bicycle facilities.

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### REAL-TIME SIGNAGE:

#### Existing Real-Time Signage

- Real-time signage at this station is provided on BART platforms and at the station agent's booth. The booth sign currently reports on elevator status throughout the BART system.
- Real-time signage is also provided on the Capitol Corridor and San Joaquin platform (photo #12).

#### Future Real-Time Signage Installations

Real time sign displays should be installed at the following locations:

- Key AC Transit bus stops;
- At least one Golden Gate Transit bus stop;
- The new transit center;
- In close proximity to the BART station agents booth, existing RTIC and Amtrak entries.

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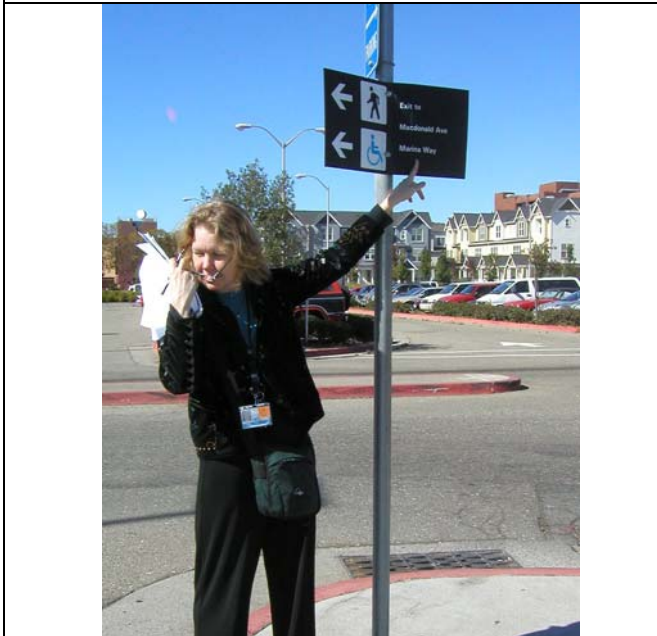
STATION PHOTOGRAPHS



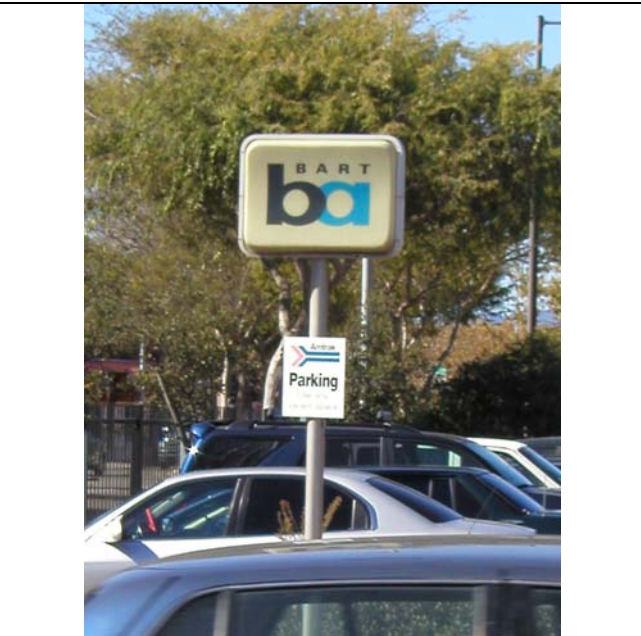
1. Main station entrance from MacDonal Ave



2. Temporary BART/Amtrak entrance during construction



3. Temporary pedestrian/accessible signage.



4. Signage at main vehicle entrance.

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5. Signage to Amtrak trains (Capitol Corridor & San Joaquin) from BART lobby.



6. Signage to Amtrak trains from BART lobby.



7. Additional sign flag to Amtrak trains from lobby.



8. Temporary exit to buses during construction.



9. Exit sign from BART lobby to Nevin Ave. Note incorrect direction to buses.



10. Entrance from bus facility to BART/Amtrak lobby. Note lack of wayfinding signage.

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11. Station identification at Amtrak platform.



12. Exit from Amtrak platform. Note lack of directional signage to station exits or other transit services. Also note real-time signage.



13. Capitol Corridor schedule information at Amtrak platform.



14. San Joaquin schedule information at Amtrak platform.

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15. Bus transfer facility. Note difficulty in identifying specific bus route boarding locations.



16. Bus route signage and schedule information at boarding locations.



17. Regional transit information in BART lobby. Amtrak information is included in a case to the right.

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<b>Hub Review Checklist Summary</b>			
			<b>WAYFINDING</b>
Yes	No	N/A	
			<b>Identification of station or transit operator</b>
1	6		1. The hub is clearly identified, visible from surrounding roadways by vehicular and pedestrian traffic. <ul style="list-style-type: none"> <li>• Hub identification is not clearly visible from surrounding roadways;</li> <li>• Existing signs are too small and out of date;</li> <li>• Not identifiable from pedestrian and bicycle access points.</li> </ul>
1	5	1	2. Entrances into the hub are clearly identified, visible from approaches by vehicular and pedestrian traffic. <ul style="list-style-type: none"> <li>• BART sign is too small and lacks a station name;</li> <li>• Should improve station identification with new transit center signs.</li> <li>• Limited directional signs at BART faregates.</li> </ul>
4	6		3. Transit operators serving the hub are clearly identified at the entrances with their logo and name. <ul style="list-style-type: none"> <li>• BART and Amtrak are identified;</li> <li>• Improve overhead wayfinding to Amtrak;</li> <li>• No identification for AC Transit and Golden Gate Transit.</li> </ul>
3	3		4. Station identification reinforces information on printed maps and schedules. <ul style="list-style-type: none"> <li>• Not consistent</li> </ul>
3	5		5. Station name is identified on the entrance sign along with agency logo. <ul style="list-style-type: none"> <li>• No station name on signs;</li> <li>• BART sign is too small and old.</li> </ul>
			<b>Moving around or entering or exiting the station</b>
Yes	No	N/A	
5	4		6. Agency logos are included with names on directional signs within the facility. <ul style="list-style-type: none"> <li>• Yes for BART and Capitol Corridor;</li> <li>• No for AC Transit and Golden Gate Transit;</li> <li>• "No smoking" sign is out of scale with transit directional signs;</li> <li>• Wayfinding is inconsistent.</li> </ul>
3	4	1	7. Turnstile level street exit directional signs also include connection agency names and logs. <ul style="list-style-type: none"> <li>• Yes for trains, no for buses;</li> <li>• Directional signs are inconsistent.</li> </ul>

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4	4		<p><b>8.</b> Vital connections information is grouped together on signs.</p> <ul style="list-style-type: none"> <li>• Not well organized; needs improvement.</li> <li>• Amtrak information is separate from RTIC and other transit information.</li> </ul>
2	5		<p><b>9.</b> Connection directions are provided at each decision point and there are no gaps in the connection directional information flow.</p> <ul style="list-style-type: none"> <li>• Poor directional information;</li> <li>• Many signs are inaccurate.</li> </ul>
1	7		<p><b>10.</b> Exiting directional signs list a hierarchy of the popular destinations and connecting services to reach these destinations.</p> <ul style="list-style-type: none"> <li>• No bus layout map, making it difficult to find bus connections.</li> </ul>
1	4	2	<p><b>11.</b> Where connecting transit service is not within the station, clear directional signage (including walking distance) is provided to these services. All sign placement complies with 2004 ADAAG guidelines.</p> <ul style="list-style-type: none"> <li>• Lacks good sign between Amtrak and BART.</li> </ul>
4	4		<p><b>12.</b> In stations with multiple track/gate or train/ferry service, confirmation of agency, destination, and real-time departure is associated with those services.</p>
2	4		<p><b>13.</b> Clear sightlines are maintained to signs and all sign placement complies with 2004 ADAAG guidelines.</p> <ul style="list-style-type: none"> <li>• No signs to elevator on Amtrak platform;</li> <li>• Many inaccurate signs for accessible parking and station access.</li> </ul>
1	6		<p><b>14.</b> Exiting connection information is color-coded to emphasize and make it easier to find directions and connections.</p> <ul style="list-style-type: none"> <li>• No color coding for San Joaquin trains, AC Transit or Golden Gate Transit buses.</li> </ul>
1	7		<p><b>15.</b> Signs are legible with adequate message size appropriate for viewing distance, proper contrast ratios, and illumination levels.</p> <ul style="list-style-type: none"> <li>• Many signs are too small and above eye level.</li> </ul>
0	6		<p><b>16.</b> Arrows are of consistent design and are bold in visual balance with text and are closely associated with their messages.</p> <ul style="list-style-type: none"> <li>• Lacks directional wayfinding information.</li> <li>• Arrows are insufficient; too small and inconsistent.</li> </ul>

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			Identification of where to board or wait for transit
Yes	No	N/A	
4	3		<p>17. Transit boarding platforms are clearly and boldly identified.</p> <ul style="list-style-type: none"> <li>• Not easy to find Amtrak platform;</li> <li>• Not easy to find bus route signs or correct boarding platform.</li> </ul>
3	5	1	<p>18. Where a particular transit route utilizes different boarding points for opposite directions of travel, directional signage is provided to the different boarding point including platform route number, name, and route terminus (a place name).</p> <ul style="list-style-type: none"> <li>• Not for AC Transit buses.</li> <li>• Not for Amtrak trains.</li> </ul>
2	5		<p>19. At commuter rail, ferry terminals or bus stations, the boarding area identification number is large and bold with service agency, destination, number, and "real-time" departure is provided.</p> <ul style="list-style-type: none"> <li>• Lacks agency logos and signs.</li> <li>• No easy way to find desired bus boarding area.</li> </ul>
5	4		<p>20. Schedule frequency and last departure information are provided at transit boarding platforms and are consistent with 2004 ADAAG guidelines.</p> <ul style="list-style-type: none"> <li>• Amtrak may not meet ADAAG requirements.</li> <li>• Only about one-half the AC Transit bus stops meet ADAAG requirements.</li> <li>• No Golden Gate Transit stops meet ADAAG requirements.</li> <li>• Most bus stops do not have Braille signs.</li> </ul>
6	2		<p>21. Bus stop signs have agency logos large and bold.</p> <ul style="list-style-type: none"> <li>• Signs exist but are old and out of date; should be improved.</li> <li>• The Golden Gate Route 42 bus stop is hard to find.</li> </ul>
1	4	1	<p>22. Bus stop signs have accessibility and parking restrictions as auxiliary signs below the basic bus stop signs.</p>
6	1		<p>23. Bus route identification on bus stop signs comply with 2004 ADAAG Guidelines - minimum 2" route number character height.</p>
8	1		<p>24. Bus stop sign faces are visible from each approach direction.</p> <ul style="list-style-type: none"> <li>• Some stops are not easy to find.</li> </ul>
4	4		<p>25. Bus shelters have associated bus stop signs which are consistent with the design guidelines described in this checklist.</p> <ul style="list-style-type: none"> <li>• Not consistent; difficult to find from BART station.</li> <li>• Most bus shelters lack accurate and consistent information.</li> </ul>

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			<b>CUSTOMER INFORMATION</b>
Yes	No	N/A	
			<b>Regional Transit Information (RTIC)</b>
5	4		<p><b>26.</b> Transit information in Regional Transit Information Display Cases is accurate and easy to read.</p> <ul style="list-style-type: none"> <li>• RTIC is clearly visible, but benches interfere with getting close enough to comfortably read the information.</li> <li>• Print is too small and information is unclear and unorganized.</li> </ul>
2	6		<p><b>27.</b> Transit operator and route maps for the nine-county San Francisco Bay Area are posted in the Regional Transit Information Display Cases.</p> <ul style="list-style-type: none"> <li>• Entire region is not shown.</li> <li>• Schedules are displayed but lack accompanying maps.</li> </ul>
			<b>Regional Transit Information (RTIC)</b>
8	0		<p><b>28.</b> Hub specific information is provided in a case adjacent to the Regional Transit Information Display Case and at other critical locations at the hub.</p> <ul style="list-style-type: none"> <li>• Information is provided but is outdated and not well organized.</li> </ul>
7	1		<p><b>29.</b> Hub layout maps are provided in the hub information display case.</p> <ul style="list-style-type: none"> <li>• Map exists but is out of date, unclear and difficult to find.</li> </ul>
7	1		<p><b>30.</b> Map of hub vicinity with landmarks and attractions is posted in the hub information case.</p> <ul style="list-style-type: none"> <li>• The BART map displays many good landmarks, but is out of date.</li> <li>• Map does not show bicycle routes or direction to Kaiser Hospital.</li> </ul>
5	3		<p><b>31.</b> Posted transit information (i.e. maps, schedules) is well maintained, accurate and easy to find.</p> <ul style="list-style-type: none"> <li>• Amtrak information on the platform is outstanding;</li> <li>• Bus information is not easy to read, not well organized, and may not be accurate.</li> </ul>
3	5		<p><b>32.</b> Schedules, fare, transfer information and hub layout maps are located near bus stops and loading platforms.</p> <ul style="list-style-type: none"> <li>• Many are missing or have been vandalized.</li> </ul>
3	5		<p><b>33.</b> Printed schedules and maps distributed at the hub contain accurate information and are consistent with the information provided in the Regional Transit Information Display Cases.</p> <ul style="list-style-type: none"> <li>• Amtrak information is separate from other transit information.</li> </ul>

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			Real-Time Signage
Yes	No	N/A	
			<b>Existing Real-Time Signage</b>
7	2		<p><b>34.</b> Real-time signage is provided at the hub.</p> <ul style="list-style-type: none"> <li>• Provided on BART platforms and at station agent's booth.</li> <li>• Provided on the Capitol Corridor and San Joaquin platform.</li> </ul>
			<b>35.</b> Location of signs (indicate on station diagram).
			<p><b>36.</b> Description and photo of signage types.</p> <ul style="list-style-type: none"> <li>• Destination, next train, time, safety information, customer information and advertising.</li> <li>• A-10 sign that shows train information, time, date and safety messages, advertising. This information was inaccurate and out of date.</li> </ul>
			<b>37.</b> Identification of transit services included on real-time signage (Include operator and mode).
			<b>Future Real-Time Signage Installations</b>
			<p><b>38.</b> Describe location(s) for future real-time signage locations (indicate on station diagram). Refer to Appendix A Real-Time Technology Guidelines page A-24</p> <ul style="list-style-type: none"> <li>• Need future real-time for AC transit, Golden Gate Transit platforms, at the new transit center and at the BART station agent's booth.</li> </ul>
			<p><b>39.</b> Describe transit services that would be included in real-time signage displays. Refer to Appendix A pages A-24-26.</p> <ul style="list-style-type: none"> <li>• Show all bus information, next bus, next BART, next Amtrak train, time and date.</li> </ul>