



# October 28<sup>th</sup> Walk Audit Notes

A walk audit was held at the Watt / I-80 Transit Center on Saturday, October 28<sup>th</sup> from 10-11:30am. Approximately 25 people attended, including riders, transit advocates, residents of North Highlands and Arden-Arcade communities, American River College (ARC) students, business owners, SacRT staff, and WALKSacramento staff. The purpose of the walk audit was to evaluate access to and from the station, access at the station, amenities, safety, and current issues experienced by riders. The walk audit started at the lower level, then went upstairs to the southbound bus platform. Participants then walked south on Watt Avenue to Longview Drive and back.

Participants were asked to take notes of their observations during the walk audit and to rank a number of topic areas on a scale of 1-4 (with 1 being poor and 4 being good). The four topic areas were Comfort & Image, Access & Linkages, Placemaking, and Pedestrian/Bike Access.



## Evaluate the Site

Comfort & Image	Poor			Good
Overall attractiveness	1	2	3	4
Feeling of safety	1	2	3	4
Cleanliness/quality of maintenance	1	2	3	4
Comfort of places to sit	1	2	3	4

Comments/Notes:

Access & Linkages	Poor			Good
ADA access	1	2	3	4
Ease in navigating station	1	2	3	4
Ease of transfer between levels	1	2	3	4
Presence of information/signage	1	2	3	4

Comments/Notes:

Placemaking	Poor			Good
Station amenities	1	2	3	4
Public art / visual interest	1	2	3	4
Presence of positive activity	1	2	3	4
Landscaping, shade	1	2	3	4

Comments/Notes:

Pedestrian/Bike Access	Poor			Good
Pedestrian facilities	1	2	3	4
Bicycle facilities	1	2	3	4
Feeling of traffic safety	1	2	3	4
Ped/bike amenities (lighting, parking, etc.)	1	2	3	4

Comments/Notes:

## Identify Opportunities

1. What do you see as the major challenges at the station?
2. What changes should be made in the *short term*?
3. What changes should be made in the *long term*?
4. To increase access to transit at Watt/I-80, what do you see as being the main priorities?
5. How/who else should we engage other users and stakeholders with respect to this project?

Figure 1: Walk audit evaluation form



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### Major Challenges

The overall design of the station was identified as a major challenge. The placement in the middle of the freeway and on Watt Avenue is seen as a barrier to access for vehicles, pedestrians, bikes, and the disabled. Narrow sidewalks, broken pavement, high speed, low visibility freeway on- and off-ramp crossings, and a lack of bike lanes on Watt were also highlighted as obstacles for pedestrian and bicycle accessibility. The design of the stairs and blind corners around the station contribute to the lack of safety and provide multiple hiding places for illicit activity. The lack of clear signage and wayfinding make the station confusing and difficult to navigate. In addition, participants highlighted the need to provide outdated and inaccurate information both in print and through other forms of notification. Noise from the freeway, lack of shelter and seating, and uncleanliness make the station an uncomfortable place for riders.

### Short-Term Solutions

Participants indicated several short-term solutions including:

- Increased cleanings and elevator maintenance;
- Safety measures at the station such as increased security at bus platforms on Watt Avenue;
- More lighting, and mirrors at blind corners in stairwells;
- Clearer wayfinding signage and rider information;
- Increased amenities including restrooms;
- Shading on the bus platforms;
- More ticket machines; and
- Traffic calming along Watt, including increased speed enforcement and pedestrian signs at freeway crossings.



### Long-Term Solutions

Participants indicated several long-term solutions including:

- Improving ADA access to and at the station (such as building ramps to replace the elevators, getting new elevators, etc);
- Building an enclosed and staffed facility;
- Having same-level transfers (either by relocating bus service to Roseville Road or by bringing the light rail tracks up to Watt Avenue);
- Placing fare gates at the entrance to the light rail; and
- More permanent pedestrian and bicycle facilities on Watt.



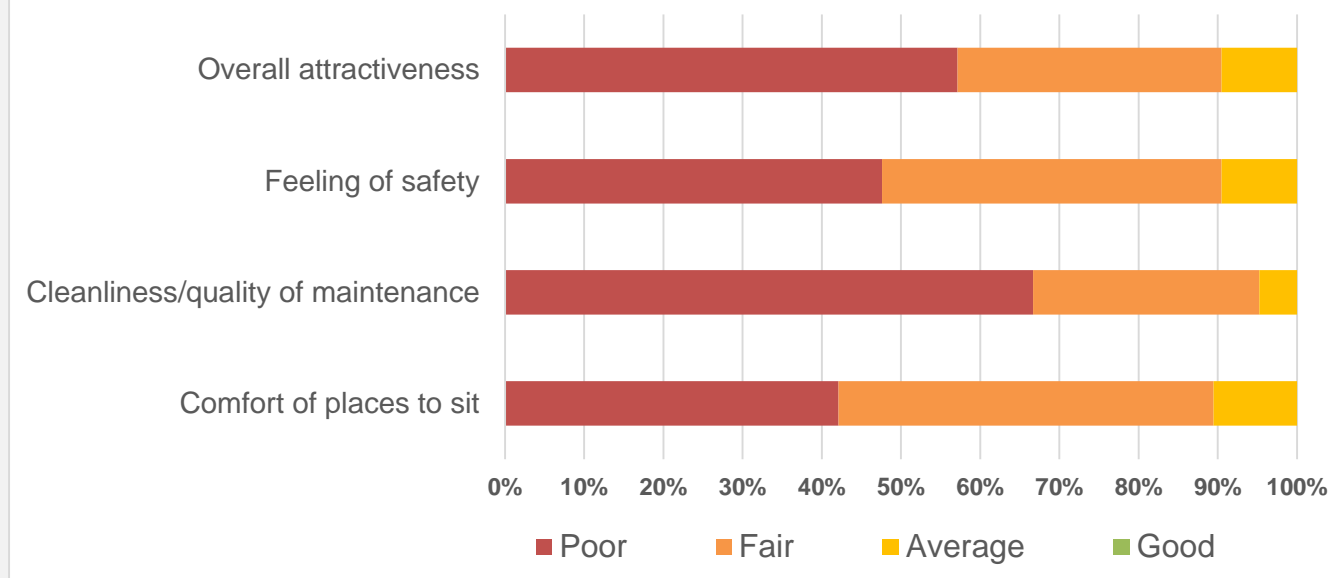
### Priorities

The main priorities that participants highlighted for improved transit access included ADA accessibility improvements; accessing the station by car, bike, and walking; easier transfers between the upper and lower levels; widening sidewalks and bus platforms; and more frequent bus service at night and on weekends.



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### Comfort and Image



#### Challenges:

- Not enough shade in the summer or protection from rain in the winter
- Unclean, smelly, human waste and garbage on the ground
- Not enough seats while waiting for the bus and train
- No security guards on the weekends and upper platforms
- Stairs are steep, dark, and have poor visibility with blind corners
- Noisiness is uncomfortable and contributes to unsafe environment
- Pigeons contribute to uncleanliness
- Lack of activation at the station

#### Short-Term Solutions:

- Security at every platform
- Cover bus platforms to protect riders from the elements
- Weekly power wash cleanings, garbage removal, and regular maintenance of elevators
- Cover bus platforms to protect riders from the elements
- More lighting on lower platform and near elevators
- Mirrors at blind corners on the stairwells
- Sound barriers and noise reduction

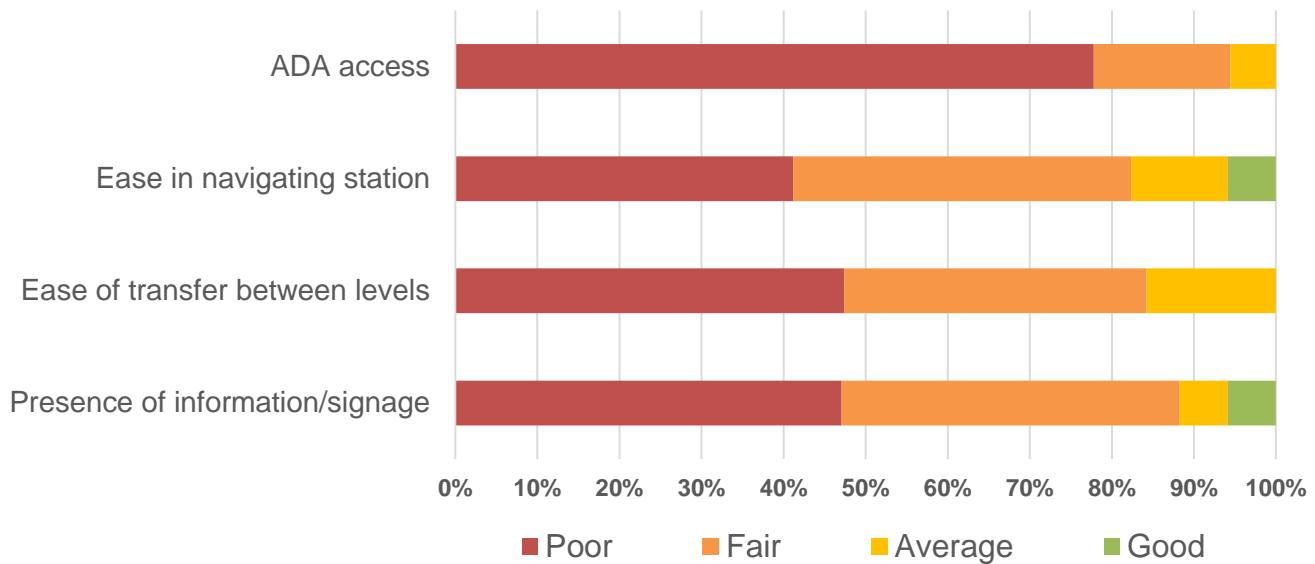
#### Long-Term Solutions:

- Build an enclosed and staffed facility
- Replace concrete walls with glass or other materials to improve lighting and visibility
- Redesign to close off unnecessary alcoves and create a more open space with natural lighting on the lower level
- Replace the elevators and place them in an enclosed shaft to reduce exposure



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### Access and Linkages



#### Challenges:

- Easy to get lost or end up on the wrong side
- Lack of signage and wayfinding
- Hard to find the stairs and elevators
- Poor ADA accessibility
- One broken elevator is a challenge, but when both are broken there is no access between levels for those who cannot use the stairs. Shuttle is confusing for many.
- Steep stairs are obstacles for mobility and visibility
- Not easy to make transfers
- Poor layout of parking – only accessible by car from the westbound freeway

#### Short-Term Solutions:

- Announce train and bus arrivals
- Announce status of elevators on trains and bus
- Highlight common routes and provide “Point A to Point B” how-to guides
- Better wayfinding signage for parking and elevators as well as accurate route information

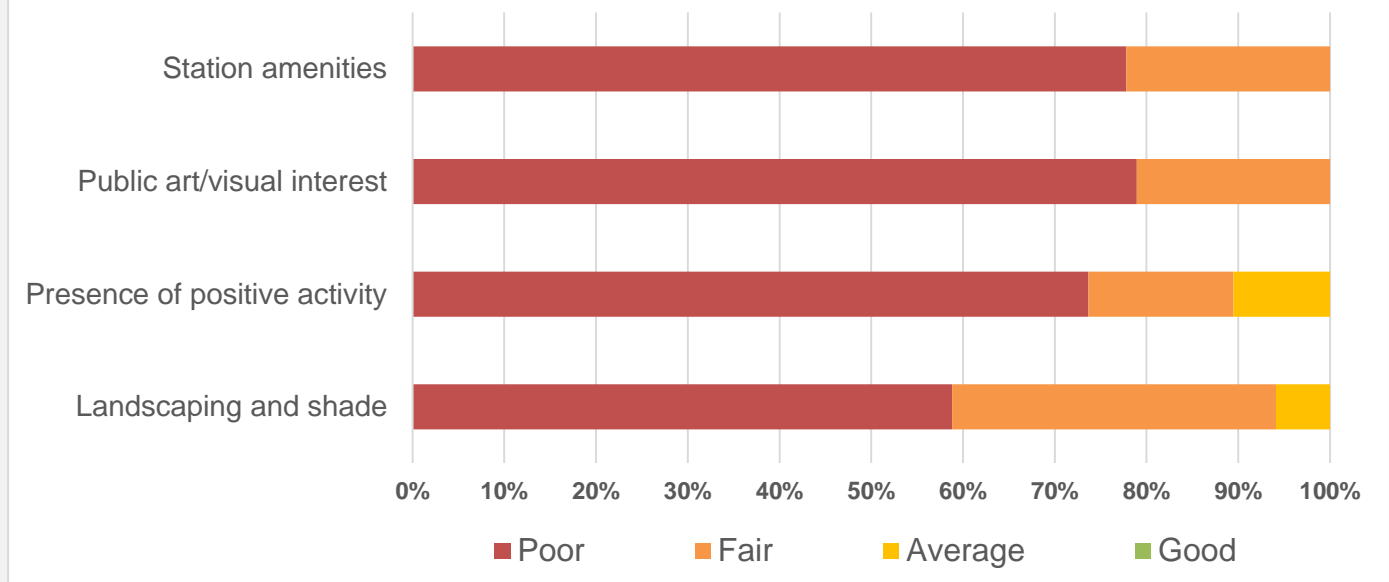
#### Long-Term Solutions:

- Move bus platforms to the center of Watt to have a single elevator and escalator
- Elevate the light rail track to Watt for same level transfers
- Place gates at light rail entrances to require fare payment for entry
- Relocate the station out of the middle of the freeway to be more accessible from Watt (possibly to Auburn Blvd or Courtyard Marriott)
- Provide more buses that run close to midnight for people without access to cars
- Extend light rail to ARC
- Replace the elevators and put them in an enclosed shaft to reduce exposure
- Remove the upper level bus stops and have same level transfers
- Ramps to increase upper and lower level accessibility, as well as general ADA improvements
- Pedestrian signal lights for freeway on-ramps and repaved ramps for ADA access
- Change buses from multiple routes to a single, 15-minute frequency bus



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### Placemaking



#### Challenges:

- Too many places for people to hide
- No bathrooms
- No water fountains
- Parking is too far
- Poor wayfinding and signage
- Poor design and hiding spaces make it easy for criminal behaviors to occur
- Lack of garbage cans – abundance of litter and trash
- Location of ticket machines is inconvenient and hard to find
- Transients camping out and illicit activity at nearby hotels
- Overall aesthetic is poor, uninviting, and cold

#### Short-Term Solutions:

- More wayfinding and signage
- Trim landscaping that covers signage, remove bushes and install prickly landscaping to prevent loitering and hiding
- Cover bus platforms to protect riders from the elements
- Paint walls to look nicer
- Add more ticket machines in convenient locations
- Provide more permanent restrooms and drinking water
- Close access to the storage tracks
- Add more well-maintained landscaping and art

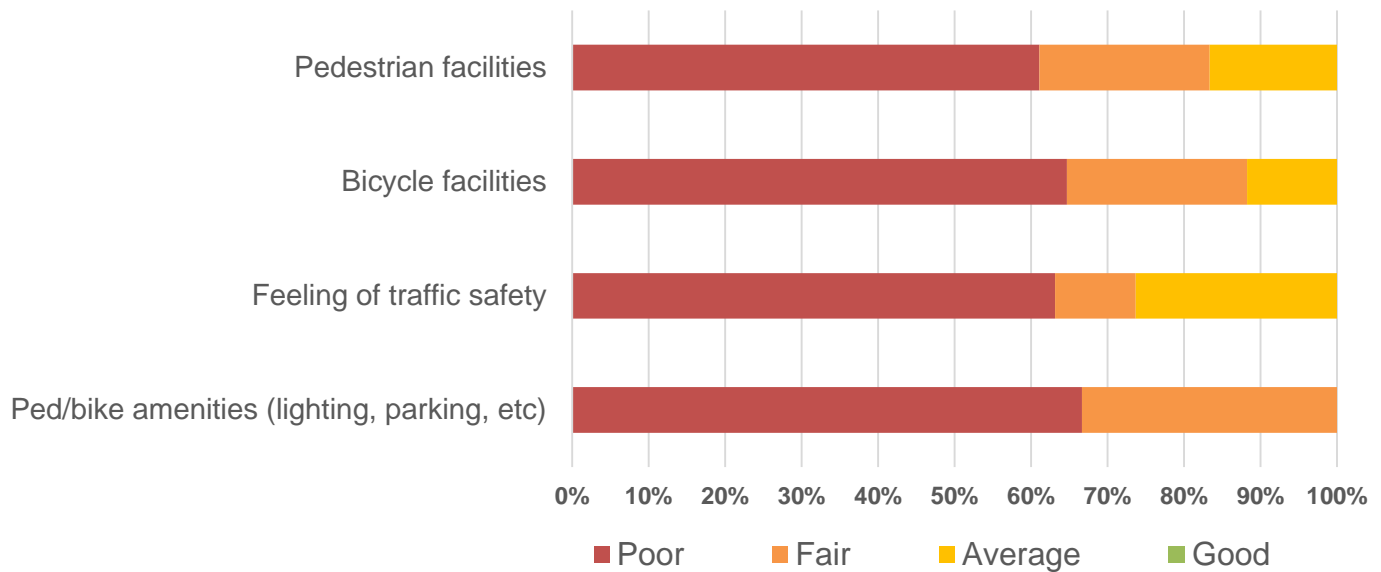
#### Long-Term Solutions:

- Build an enclosed and staffed facility
- Redesign to close off unnecessary alcoves and create a more open space with natural lighting on the lower level
- Better landscaping and art
- Place gates at light rail entrances to require fare payment for entry



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### Pedestrian/Bike Access



#### Challenges:

- Narrow sidewalks and multiple freeway crossings on Watt make it dangerous for pedestrians
- No bike lanes on Watt
- Bus platforms lack shelter and are overcrowded
- Walking to and from the station is dangerous due to narrow sidewalks and freeway on- and off-ramps
- Bike racks are difficult to use and are across traffic lanes
- Need on-demand bike lockers (not rentals)

#### Short-Term Solutions:

- Enforce code violations and speed limits on Watt
- Pedestrian warning signs on freeway on-ramps

#### Long-Term Solutions:

- Elevate the light rail track to Watt for same level transfers
- New protected bike lanes and wider sidewalks on Watt
- Build a new ramp from the Watt overpass down to the light rail
- Relocate the station out of the middle of the freeway to be more accessible from elsewhere on Watt (possibly to Auburn Blvd or the nearer to the Courtyard Marriott location)
- Pedestrian signal lights for freeway on-ramps and repaved ramps for ADA access



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## Main Priorities for Improved Transit Access

Vehicle access to the station, including parking and pick-up/drop-off

More late running buses and buses that run on Sundays

Better access between upper and lower levels for bus to rail transfers

Widen sidewalks and bus platforms

Better ADA access, including ramps, repairing and replacing the elevators, and repaving curb ramps on Watt

Pedestrian signals and signage for freeway crossings

Redesign entire station to make it more accessible and functional

Closing the station or rerouting bus service to Roseville Road will be longer and more inconvenient, but may help avoid current safety issues at Watt/I-80

Better bus service, access to and at the Watt/I-80 for disabled riders



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## Additional Outreach Strategies

Hold public meetings closer to the station and during the day on weekdays or afternoons on weekends

Engage ARC students, Los Rios school district, Sacramento County DOT, Caltrans, nearby businesses (Red Roof Inn, Wendy's, Chevron gas station, etc), and commuters

More outreach in North Highlands

Conduct intercept surveys at the station to capture routine riders

Have info booths at the station so riders are aware of the project

Work with Mercy Housing since they are developing a housing project adjacent to the station

Share more information about the project and upcoming events on SacRT's Facebook

Translate materials for non-English speakers in the area