



November 11, 2017

Regional Transit Board of Directors
Henry Li, General Manager/CEO
1400 29th Street
Sacramento, CA 95816

Re: Watt/I-80 Station Walk Audit #1

Dear Board of Directors and Mr. Li:

The Sacramento Transit Riders Union (Sac TRU) participated in the Watt/I-80 Station Walk Audit on Saturday, October 28, 2017. We wanted to share with you some of our observations and suggestions. Our members look forward to working with RT to improve the station that serves 1,600 average daily riders.

What we observed and discussed:

- The elevator was broken, limiting what we could cover on the tour. One of the biggest complaints about Watt/I-80 is the constantly broken elevator. According to staff it will cost \$1 million to replace.
- Health and safety hazards due to cleanliness, we walked past human excrement on the stairwell.
- The station's design gives it dangerous, dark corners, blind spots, and bad sightlines.
- A shuttle bus picked up passengers with disabilities at the bus stop and drove them down to the light rail platform - a detour that added twelve minutes to their trip.
- The elevators are exposed to the elements, which is one reason they break down frequently. The white specks in the elevator well are bird feathers and poop caught in netting.
- We crossed the eastbound 80 on-ramp to get to a small island, where we waited to cross the westbound 80 on-ramp.
- Sidewalks to get to station are in disrepair. Instead of an accessible curb cut, it has a bumpy asphalt slope. A representative from CalTrans was in attendance.

What we would like to see happen at this station:

- Improved cleanliness. More resources and staff dedicated to routine maintenance and cleanliness.
- Improves access for pedestrians. At the freeway entrances install pedestrian walk button with a light that is activated only when the walk button is pushed, cautioning cars and drawing their attention.
- Improved shelter and amenities (drinking fountain, bathroom, let's put in a coffee shop!)
- Smart solutions to simple problems. Enclose elevators so they are not exposed to the elements.
- Using overhead system to announce upcoming trains.
- Better signage for where elevators are, how to get to other platform, how to use the bus shuttle.
- Ticket Machines located in places that make sense, so that seniors and individuals with mobility issues don't have to walk long distances than necessary to reach.
- A full-time monitor/customer service/navigator at the Watt/I-80 station to help customers with ticket machines, directions and general feeling of the station being occupied by personnel.

We appreciate RT's commitment to incorporating public input in improving the station and look forward to continuing this discussion with the Board and staff throughout the project.

Sincerely,
Sac TRU

SacTRU Comments on photos of station

Broken Elevators



We arrived to find the elevator broken. There is no information provided about how to catch the shuttle bus. There is no information about the location of the other elevator. We were not able to do part of the planned tour because of this.

Unsafe General Design



Participants discussed the general design of the station. Some problems identified were:

- **Noise:** It is very loud at the station as a result of the location next to the freeway. Some sound walls or protective buildings might solve this. A coffee shop was suggested.
- **Dark corners:** Makes the station feel unsafe.
- **Lots of blind spots:** Makes the station difficult to navigate and feels unsafe.
- **Lack of signage:** Limited information provided on how to get to bus transfers, where elevators are, how to get to the streets, how to get to the other side of the station, etc. No signage in any language other than English.
- **Lack of appeal:** It's not visually attractive. No plants. No artwork. No amenities. Dim lighting. It's not safe or well designed.

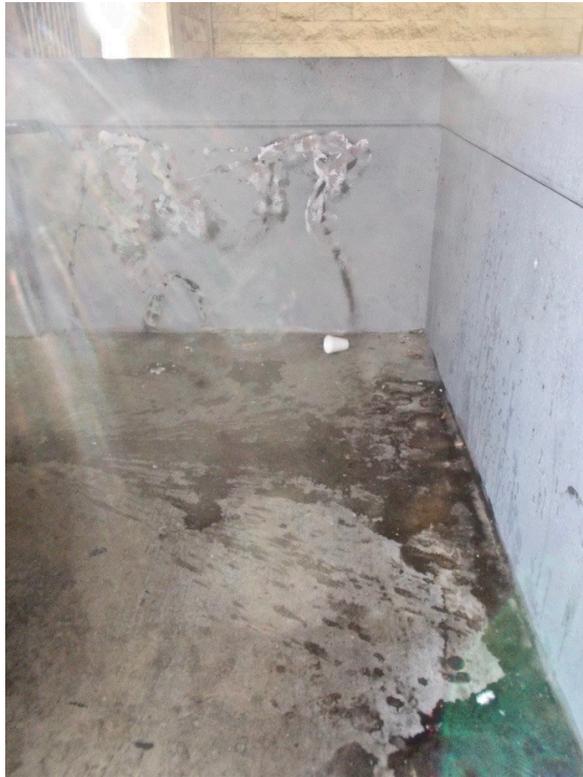
Unsound Elevator and Facilities Design



The elevators are exposed to the elements and human interference.

- Why haven't these been enclosed?
- How is funding being allocated to replace these?
- How much has RT spent in the last several years running shuttle buses?

Health and Safety Issues



Cleanliness is a serious public safety hazard in the station. Several diseases are spread person-to-person and through contact with a fecally contaminated environment. We experienced exposed fecal matter during our walk through and believe that this issue needs to be address immediately and regularly at every station. More resources and staff need to be dedicated to routine maintenance and cleanliness.



Connect Card Swipe Location



Connect Card swipe locations are located across train tracks or at the opposite end of the station from where pedestrians walking to the station would enter.

- There is no signage provided to direct riders to them.
- There is no information provided on how to use the connect card.

Limited of Signage



Signage at the station is limited, hard to find, and in English only.

- Information needs to be provided on how to get to bus transfers, where elevators are, how to get to the streets, how to get to the other side of the station, etc.
- Signs should be provided in additional languages.
- Signs should be larger and better placed.
- Signs should be located so that riders arriving from the train or the street can see them.
- Temporary signs should be updated regularly.