

## Comments from Carolyn Jorgensen, Friends of SMART member, on riding Petaluma Transit

Here is a brief recap of my recent experience as a SMART rider who works in Petaluma 2 afternoons a week (I ride the train + bus to my job; one east side and other west side).

1) SMART station has an excellent graphic inside the shelters showing the Petaluma Transit options to east and west sides. This is the ONLY SMART station with this guidance - BRAVO!

1b) Petaluma buses have SMART on the front banner - HURRAH! Santa Rosa City buses don't serve STS Airport stop or Downtown station. The Coddington City SR bus does NOT serve SR North stop westbound that I know of. There is a bus that goes to Elsie Allen that stops near SMART station, but no banner that displays SMART. Hurrah for Petaluma !!!!!!!!!!!

2) I walked to the Copeland Mall along D street. It is very ADA accessible but to the visitor to Petaluma, I would suggest a sign posted at the corner just before Copeland turn so pedestrians and cyclists know that is the turn.

2a) If you continue walking across Copeland Mall along D, there is a lack of ADA cutout on the sidewalk so pedestrians need to walk along a sidewalk that curves towards Coffee Central then catch the sidewalk to cross the D St bridge. Not accessible! Or you could roll along the D street bike lane (yikes).

3) I was planning to ride Petaluma Transit bus 10 to the Factory Outlet Malls. When I walked to the shelters, I wasn't sure what the first shelter was for; there was an Out of Service SC bus there. Perhaps adding a sign that shows the three stations BEFORE that area.

4) I loved the hanging signs in front of each shelter with GG, SoCo or PT or Amtrak logo/icons. Also the schedules of each inside the glass cases.

5) Amtrak has no printed schedule.

6) Water fountain does not work.

7) How about adding a SMART schedule like 4) - a hanging icon PLUS the encased SMART schedules like those at the SMART station, and a system map?

8) a map showing you can walk from either end of Copeland Mall to the SMART station because there are TWO entrances (E Washington and D street).

9) How about a Clipper card machine AND the Clipper Add to Wallet instructions?

10) My rider experience on the 10:15 am Bus 10 was excellent! Matt was the driver and he explained he drives Bus 11 from Safeway Transit Mall as well.

11) My rider experience Jan 23 on bus 11 from Safeway McDowell stop to CVS stop (nearest to SMART) was a bit stressful bc the bus 11 arrived just a minute before the 4:07 SB SMART train and a few young people and myself RAN across E Washington and barely caught it. Schedule for bus 11 shows 3:59 PM

arrival which is mission impossible bc Jan 30 I took that same bus at 3:55 pm and it took until 3:58 pm to turn left onto E Washington. We did arrive at 4:05 pm so it was very calm crossing.

Consider Bus 11 departure from Safeway McDowell 2 mins earlier if possible. Driver stated that when the weather is better, traffic is slower.

12) I waited on Jan 25 at 2:45 pm for the PT 508 bus at Grant Elementary school which was late. School crossing guard shared sometimes it doesn't come at all :( so I walked down I Street to Petaluma N Blvd, then along D St to SMART Station. Even if I caught bus 508, it stops at Petaluma Market, not that close to SMART station. The walk was 25 mins and I think that beats the 508 bus + walk from Petaluma Mkt to SMART station.

Take care!

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*Thank you,*  
**Carolyn Jorgensen**