**Project Purpose**

**Develop a phased implementation plan** for improvements to modernize Balboa Park Station and enhance customer experience.

**Project Goals**

- Create inviting public space and community hub
- Modernize and update the station
- Reflect BART’s sustainability goals
- Improve access, capacity, and operations
- Support neighborhood vision and priorities
- Promote safety and security

**Community Input**

BART customers provided initial feedback on station priorities and preferences.

### Customer Experience

- Restrooms: 27.8%
- Public Art: 32.3%
- Building infrastructure: 66.0%
- In-station retail: 34.0%
- Fare gates, ticket vending, weather protection: 55.9%
- Cleanliness: 62.6%

### Safety and Security

- Fare evasion: 32.2%
- Security of inactive areas: 50.3%
- Enhanced lighting: 54.4%

### Universal Access

- Second elevator: 22.9%
- Bicycle parking and access: 29.4%
- Entrance at Ocean Ave.: 54.4%
- Escalator access and canopy: 47.9%
- Wayfinding/ signage: 32.2%

### Sustainability

- Energy efficiency - lighting: 57.5%
- Efficient building systems: 46.1%
- Low-maintenance improvements: 36.3%
- Water efficiency: 44.3%

**Station Layout**

North Side of Geneva Ave.

South Side of Geneva Ave.

North End of Platform

Station Concourse

South End of Platform
**North Side of Geneva Ave.**

Additional Improvements
- Design that increases natural light and visibility
- Public art opportunities
- Improved pedestrian access and pathways

**South Side of Geneva Ave.**

Additional Improvements
- Design that increases natural light and visibility
- Improved pedestrian and wheelchair access
- Connection to planned plaza

**East Side pedestrian walkway**

Additional Improvements
- Better connection between walkway and Geneva Ave.
- Reoriented elevator door for easier entrance/exit

**West Side pedestrian walkway**

Additional Improvements
- Public art opportunities
- Landscaping improvements
BALBOA PARK CONCOURSE-LEVEL IMPROVEMENTS

South End of Concourse

Additional Improvements
- Improved safety/fare-evasion barriers
- Brighter interior with better sightlines

North End of Concourse

Additional Improvements
- New skylight panels
- Public art opportunities
- Sound barriers for noise reduction

Public Art

BART is considering how to incorporate art elements throughout Balboa Park Station. These will enliven the station interior, reinforce a strong station identity, and promote the culture of the neighborhood.
South End of Platform

- Public art opportunities
- New concrete finish for floors

North End of Platform

- Realigned platform fixtures (for new trains)
- New PA and lighting at platform
- New concrete finish for floors

Next Steps

Moving forward, BART will take the following steps to support the Balboa Park Station Modernization project:

- Develop a Preferred Alternative for the station design, based on feedback from customers and the community
- Coordinate with Upper Yard Affordable Housing Development and BART patron drop-off/plaza project, to ensure continuity of design efforts
- Prepare a Station Modernization Plan, to formalize the design and to identify cost and phasing for individual improvements
- Develop a funding strategy to support implementation of the Modernization Plan elements through local, state and federal funding
- Implement improvements as funding becomes available