

## CO-CREATION ROUND 3

### WORKSHOP SUMMARY

**Community Based Organization: Oakland Chinatown Chamber of Commerce (Recruiter)**

**Relationship Manager: Yolanda Sanchez, Kearns & West/HDR**

**Workshop Date/Time:** June 28, 2022 | 6:00 pm - 8:00 pm

**Number of Workshop Participants by Language:** 19 participants: 10 English, 5 Mandarin, 4 Cantonese

THEME	PROBLEMS	SOLUTIONS
Service frequency	<ul style="list-style-type: none"> <li>□ If passenger wants to ride BART from Bayfair to 12th street Oakland, they can only take the Richmond route</li> <li>□ 45 min – 1 hr. wait for the bus once off the train is too long</li> <li>□ 20-30 minute wait from 12th Street to any downtown SF station.</li> <li>□ Monterey Salinas Transit buses to San Jose and Santa Clara Amtrak/Caltrain were discontinued during pandemic</li> <li>□ Amtrak from South/Salinas to Oakland airport only runs once a day north and southbound</li> </ul>	<ul style="list-style-type: none"> <li>□ Add more routes to increase the frequency of trains</li> <li>□ Better coordinate BART schedule with buses and reduce wait for transfer from bus/train</li> <li>□ Extend weekend and evening service hours in Oakland</li> <li>□ Express lines to connect bus service and transfer points: Embarcadero to W. Oakland, to Bayfair</li> <li>□ Increase frequency and extend hours in Oakland area to match demand</li> </ul>
Station location/access to stations	<ul style="list-style-type: none"> <li>□ Need more trains to San Jose, only one station at Berryessa</li> <li>□ There is no Caltrain station in Bayfair</li> </ul>	<ul style="list-style-type: none"> <li>□ Add a Bayfair Caltrain station</li> <li>□ Add stations in tourist and entertainment destinations</li> <li>□ Access to North Bay, Sausalito</li> <li>□ BART to San Mateo</li> </ul>

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		<ul style="list-style-type: none"> <li>Shorter walking distances</li> </ul>
Parking at BART stations	<ul style="list-style-type: none"> <li>No parking lots at some BART stations like 12th St. Oakland so more convenient to drive</li> </ul>	<ul style="list-style-type: none"> <li>More parking lots at urban stations; encourage riders not to drive in urban areas</li> </ul>
Information and accessibility	<ul style="list-style-type: none"> <li>Not enough information in different languages</li> <li>Guidance at BART stations is unclear. Changes to the frequency of trains on weekends cause confusion</li> <li>Senior passengers rode wrong BART train due to language problems</li> </ul>	<ul style="list-style-type: none"> <li>Clearer guidance</li> <li>Platform screen, station maps, and messages in different languages</li> <li>QR code for people to download train maps</li> <li>Have staff/volunteers onsite to help passengers</li> </ul>
Parking lot/out of scope	<ul style="list-style-type: none"> <li>Dirty trains: smoking marijuana</li> <li>Safety: homeless people; accidents on Amtrak trains; BART stations are dangerous at night; lack of BART police</li> <li>Cost: Caltrain stations charge for parking 24/7; high fares</li> <li>Crowded Trains: SF trains and trains from Lake Merritt and 12th street to SFO, OAK, Coliseum, Chase Center</li> </ul>	<ul style="list-style-type: none"> <li>Increase personnel at railway crossings to guide traffic.</li> <li>Increase staff to maintain order on trains.</li> <li>Add security guards and install cameras inside the stations</li> </ul>