

CO-CREATION ROUND 3

WORKSHOP SUMMARY

Community Based Organization: Alameda County Library (Recruiter)

Relationship Manager: Alison Lenci, Urban Planning Partners/HDR

Workshop Date/Time: July 7, 2022 | 6:00 p.m. – 8:00 p.m.

Number of Workshop Participants by Language: 15 English

| THEME | PROBLEMS | SOLUTIONS |
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| Travel time (and delays) | <ul style="list-style-type: none"> Missed connections due to delays Trains are too slow | <ul style="list-style-type: none"> Fix trains and upgrade infrastructure to reduce delays Improve information on connections to transit (such as buses) and bring back on-demand bus services if possible Connection between Capitol Corridor and BART should be seamless |
| Service frequency | <ul style="list-style-type: none"> Crowded trains on big event days Need direct train routes to key destinations | <ul style="list-style-type: none"> Increase frequency of trains to every 15 mins on big event days Conduct a needs assessment to better inform service hours and frequency for different stations and routes |
| Station location/access to stations | <ul style="list-style-type: none"> Poor connectivity and access to BART stations | <ul style="list-style-type: none"> Improve last mile connectivity to harder-to-serve neighborhoods |

DRAFT - DELIBERATIVE

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| | | <ul style="list-style-type: none"> Work with local governments to develop infrastructure (bikeways, pathways) around rail stations BART should extend further north past Richmond and further east past Dublin Extend BART to San Jose airport |
| Parking | <ul style="list-style-type: none"> Very hard to find a parking spot at a BART station | |
| Information and accessibility | <ul style="list-style-type: none"> Not enough seating for people who need it Difficult to understand BART map and how to use the train The ticketing machines are difficult to understand for people who can't read English | <ul style="list-style-type: none"> More seats in general and more seats for people with disabilities Have more staff (or volunteers) at the station to help riders Consider auditory cues (creating a unique sound/tune for each station/route) to help with wayfinding Ticketing machine should have language selection |
| Parking lot/out of scope | <ul style="list-style-type: none"> Cost Safety Cleanliness Pandemic protocols | <ul style="list-style-type: none"> Collaborate with Uber/Lyft for rideshare promo codes for trips to/from stations More police on trains; security guard at every BART station More emergency call boxes |