

CO-CREATION ROUND 3

WORKSHOP SUMMARY

Community Based Organization: Unity Council (Recruiter)

Relationship Manager: Henry DeRuff, Kearns & West/HDR

Workshop Date/Time: June 30, 2022 | 5:30 p.m.- 7:30 p.m.

Number of Workshop Participants by Language: 21 participants: 17 Spanish, 4 English

THEME	PROBLEMS	SOLUTIONS
Service frequency and schedules	<ul style="list-style-type: none"> □ Inconsistent train and bus schedules: during the week vs weekend service; summer vs school year □ BART does not run early or late enough; no alternative if miss last train; esp. Fruitvale-SF □ Long wait for trains at Fruitvale in early mornings, during lunch, and rush hour; plus, trains are overcrowded at these times □ Inaccuracy of projected times for BART on apps 	<ul style="list-style-type: none"> □ Survey people's opinions on routes they want to take via BART app □ More trains and buses during peak hours: early mornings, lunch, and rush hour □ 24-hour BART service □ More accurate reporting of train timing on Transit, Google Maps, and BART app □ More trains, bigger trains, second crossing
Station location/access to stations	<ul style="list-style-type: none"> □ Discontinued bus routes □ There is no bus connection from Amtrak station to Lake Tahoe □ Insufficient parking at BART 	<ul style="list-style-type: none"> □ Restart bus service San Leandro-Berkeley □ More stations in popular places like Lake Tahoe
Information and accessibility	<ul style="list-style-type: none"> □ Lack of info. and signs in other languages. Difficult for non-English speakers to navigate stations, buy tickets, etc. □ Not enough Clipper Card lines (scanners). Adding money online is too hard, 	<ul style="list-style-type: none"> □ More information in other languages; bilingual train personnel in stations □ Easier ways to add money to Clipper Card, especially for children, elderly, etc.

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	<p>especially loading money on others' cards</p> <ul style="list-style-type: none"> ▫ Few poles that are reachable for those below 5 feet tall 	<ul style="list-style-type: none"> ▫ Holding mechanisms for all heights and account for differences in mobility
Airport Connection	<ul style="list-style-type: none"> ▫ Too few trains to Oakland Airport; need easier connection to the Airport train 	<ul style="list-style-type: none"> ▫ Direct connection to airport with more frequency; operation at all hours
Parking lot/out of scope	<ul style="list-style-type: none"> ▫ Safety Concerns + Cleanliness: robbery, crime, discrimination too common; Fruitvale and Coliseum stations are dirty ▫ Cost: All participants agreed that public transit is too expensive. ▫ Gentrification: Fruitvale neighborhood close to BART station; making the new housing obtainable for existing residents; concern of displacement if new stations/tracks 	<ul style="list-style-type: none"> ▫ More protection, cleanliness, and security for the entire system; BART PD should focus on security, not fare evasion